



**ARKANSAS
DEPARTMENT OF
HUMAN
SERVICES**

Division of County Operations

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MEMORANDUM

TO: Interested Persons and Providers

FROM: Mary Franklin, Director, Division of County Operations

DATE: September 25, 2020

SUBJ: Elderly Simplified Application Project (ESAP)

As a part of the Arkansas Administrative Procedure Act process, attached for your review and comment are proposed rule revisions.

Public comments must be submitted in writing at the above address or at the following email address: ORP@dhs.arkansas.gov Please note that public comments submitted in response to this notice are considered public documents. A public comment, including the commenter's name and any personal information contained within the public comment, will be made publicly available and may be seen by various people.

If you have any comments, please submit those comments in writing, no later than October 24, 2020.

NOTICE OF RULE MAKING

The Director of the Division of County Operations of the Department of Human Services announces for a public comment period of thirty (30) calendar days a notice of rulemaking for the following proposed rule(s) under one or more of the following chapters, subchapters, or sections of the Arkansas Code §§ 20-76-201, 20-77-107 and 25-10-129.

Effective January 1, 2021:

The Division of County Operations (DCO) revises the Supplemental Nutrition Assistance Program (SNAP) Certification Manual (Sections 8000, 10000, and 11000) to adopt the Elderly Simplified Application Project or ESAP waiver program. Currently, the agency participates in a thirty-six (36) Month Certification Demonstration Project waiver in SNAP allowing certain elderly and disabled households to be certified for longer than twenty-four (24) months. As that waiver has become obsolete, the USDA Food and Nutrition Service (FNS) has asked states to implement ESAP to continue to serve vulnerable, low-risk, and low-error households maintain their benefits. The waiver is granted for a period of five (5) years.

Background: The elderly and disabled face barriers to participate in SNAP, including limited mobility and minimal access to electronic equipment that can facilitate compliance with verification and reporting. Yet, this population often lives in stable settings where factors like unearned income, such as Supplemental Security Income (SSI), Social Security number, or proof of residency, are readily verifiable through data matches. As a result, the burden of the application process may hinder participation while contributing relatively little information that cannot be verified elsewhere. The ESAP business process minimizes barriers while balancing the need for ESAP participants to get benefits. The process seeks to streamline SNAP participation by simplifying the application and certification process for households with no earned income. The demonstration waives the recertification interview requirement, makes use of data matches for verification and extends the certification period for certain households to thirty-six (36) months, as opposed to twenty-four (24) months. This process will decrease the instances of cases being closed because requested information was not provided. Eligibility workers will assist an ESAP household with income and resource verification. Assigning a thirty-six (36) month certification period aids stable households by eliminating the requirement to reapply for assistance and complete a new application every twelve (12) months.

Supplemental Nutrition Assistance Program Certification Manual Changes: The revisions for ESAP required changes in three (3) sections of the SNAP Certification Manual and business processes.

SNAP 8000: This section introduces the purpose of the Elderly Simplified Application Project. DCO added provisions to meet requirements of the waiver as well as explain the project goal. The manual advises eligibility workers to collect any necessary verifications on the household's behalf as part of the waiver requirement and to aid the households in determining eligibility for SNAP. Also, DCO revised the section to define criteria for ESAP households as well as designate the certification period. The word "calendar" has been added to distinguish from business days, and a virtual option has been added for interviews.

SNAP 10000: This section defines the SNAP recertification process as it applies to ESAP households. DCO added provisions that remind eligibility workers that the agency is responsible for obtaining all needed verifications on behalf of the elderly and disabled households. The waiver removes the recertification interview requirement unless the eligibility worker has identified that the recertification application might be denied. DCO also included guidelines for contacting households before disposing of

the application by the end of the certification period. The word "calendar" has been added to distinguish from business days, and a virtual option has been added for interviews.

SNAP 11000: DCO significantly revised the SNAP 11000 reporting requirements, including removing the annual reporting requirement for ESAP households. ESAP households will be reminded annually of their ten (10) day reporting requirements until it is time to recertify. When ESAP households are determined ineligible for the thirty-six (36) month certification period at a reported change of circumstances, the certification period will be shortened. Section titles have been changed to reflect the removal of the annual reporting requirement. The word "calendar" has been added to distinguish from business days.

Business processes: DCO simplified the certification manual, clarified the rule, and removed business processes not controlled by regulation. The cleanup includes correcting grammar and removing jargon and system specific language. These changes allow the division to react faster to error trends, new system processes, and other issues requiring quick response.

The proposed rule is available for review at the Department of Human Services (DHS) Office of Rules Promulgation, 2nd floor Donaghey Plaza South Building, 7th and Main Streets, P. O. Box 1437, Slot S295, Little Rock, Arkansas 72203-1437. You may also access and download the proposed rule at <https://humanservices.arkansas.gov/resources/promulgation-of-new-rules>. Public comments must be submitted in writing at the above address or at the following email address: ORP@dhs.arkansas.gov. All public comments must be received by DHS no later than **October 24, 2020**. Please note that public comments submitted in response to this notice are considered public documents. A public comment, including the commenter's name and any personal information contained within the public comment, will be made publicly available and may be seen by various people.

If you need this material in a different format, such as large print, contact the Office of Rules Promulgation at 501-396-6428.

The Arkansas Department of Human Services is in compliance with Titles VI and VII of the Civil Rights Act and is operated, managed and delivers services without regard to religion, disability, political affiliation, veteran status, age, race, color or national origin. **4501965560**



Mary Franklin, Director
Division of County Operations

SNAP CERTIFICATION MANUAL – SECTION 8000

8100 Initial Application Process – Summary

8981 Processing Application when Child Abuse has occurred

8100 Initial Application Process – Summary

SNAP Manual [06/01/1201/01/2021](#)

The following applications are initial applications:

- An application, ~~including any signed electronically transmitted application,~~ from a household that has never ~~before~~ received Supplemental Nutrition Assistance Program (SNAP) benefits.
- An application, ~~including any signed electronically transmitted application,~~ from a household whose certification period expired if the household does not reapply within thirty (30) days of the last day of the last month of certification.
- An application, ~~including any signed electronically transmitted application,~~ from a household whose SNAP case closed if the household does not reapply within thirty (30) days ~~of from~~ the last day of the month of closure.

The initial application process begins the day an application is submitted to the county office/agency in person, by mail, or electronically and ends when the application is approved or denied. The date of application is the date the application is logged as received by the agency ~~person, by mail, or electronically~~. Eligible households that complete the application process will participate in the Program as soon as possible, but no later than thirty (30) calendar days from the ~~date of application~~ application date. Applications not approved or denied by the 30th thirtieth day must be evaluated to determine if the household or the county agency was at fault for the delay in processing the application. If the agency is at fault, the application will continue to be processed. If the household is at fault, the application will be denied. ~~(See SNAP 8530)~~ SNAP 8530.

The application process consists of the following actions:

1. Registering the application using as the date of application the day Department of Human Services (DHS) received the application. Electronic applications received after the close of business will use the following workday as the application date ~~of application~~.
2. Providing each adult household member with assistance completing voter registration application as explained in the ~~Voter Registration Appendix~~ Voter Registration Appendix.
3. Interviewing the applicant (face-to-face, telephone, or virtual).
4. Ensuring declared household composition is correct and that all members are eligible.
5. ~~Work registering~~ Registering members not ~~t~~ exempt from ~~this work~~ requirement requirements.

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6. Determining that all members have declared or applied for ~~an~~ a Social Security number (SSN).
7. Determining if the household is eligible based on income and resources.
8. Obtaining all necessary verification.
9. Completing all necessary forms, routing them as required by the ~~local office~~ agency, and scanning into the electronic case file as specified.
10. Issuing forms and notices to the household as specified.

SNAP 8000 explains the process of filing an application, registering an application, interviewing a household, and determining fault when an application is delayed. ~~The periods for completion of the application are explained. The actual process used to determine eligibility~~ The eligibility determination process for income and resources is covered in SNAP 7100.

8120 The Household's Rights at Application

SNAP Manual ~~01/01/2021~~ 06/01/12

A household requesting to file an application for Supplemental Nutrition Assistance Program (SNAP) benefits has the following rights:

1. The right to receive, upon request, an application, and information to apply online. Requests for applications may be submitted in writing, in person, by telephone, or through another agency or individual.
2. The right to receive, upon request, the application ~~form~~ in an alternative format such as large print or Spanish.
3. The right to file an incomplete application in person, by mail, electronically, or through an authorized representative.
*A valid SNAP application must contain at least the applicant's name, address, and ~~the~~ signature ~~deemed acceptable by the agency~~ of a household member or the household's authorized representative. An application that does **not** contain this information will **not** be registered and will be returned to the household if possible.*
4. The right to receive, upon request, assistance in completing the application, including providing an interpreter when needed.
5. The right to file an application ~~form~~ during regular office hours on the same day the household initially contacts the county office to request an application ~~form~~.
6. The right to complete a voter registration application as explained in the ~~Voter Registration Appendix~~ Voter Registration Appendix.

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8130 The Agency's Responsibilities

SNAP Manual ~~06/01/12~~ 01/01/2021

The agency has the following responsibilities:

1. To prominently display the following posters:
 - “And Justice ~~F~~for All” (AD-475A)
 - “USDA Food Assistance” (FNS-200)
 - ~~The Client Assistance Hotline Number poster or, in Pulaski County, the local Client Assistance number – 682-8993 and 1-800-482-8988 or 682-8275 (TDD)~~

These posters must be displayed in at least each waiting area designated for Supplemental Nutrition Assistance Program (SNAP) benefit applicants and recipients ~~in both public assistance and nonpublic assistance categories.~~

2. To provide SNAP benefit applications.

SNAP application forms will be provided, upon request, to anyone including outreach groups. Application forms may be requested. Application forms requested by telephone or by mail will be mailed to the household or outreach group on the same day the request is received by the county office. Households and outreach groups requesting a SNAP application may also be directed to the Access Arkansas Citizen Portal. Applications may be requested in any manner. This includes all types of requests—written, telephone, and electronic, e.g. e-mail requests.
3. To encourage each household to file an application on the same day the household or its representative makes initial contact with the county office in person or by telephone and expresses interest in obtaining SNAP assistance.
4. To provide each household with voter registration assistance as described in the ~~Voter Registration Appendix~~ Voter Registration Appendix.
5. To advise each household of their rights as described in SNAP 8120.
6. To advise each household that the household may file an application before the date of the scheduled interview.
7. To screen applications to determine if the household is entitled to expedited services as instructed in SNAP 8170.
8. To record on the application the date the application is received.
9. To register any valid application received by the agency within two (2) business days. { See SNAP 8120.3 }.

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All completed applications must be registered in ~~ANSWER~~ the eligibility system to allow monitoring. ~~(see-See SNAP 8131)~~. For registration purposes, the date of application will be the date that an application containing at least this minimum information is received in the DHS county office or was submitted electronically. ~~See SNAP 8120.3.~~ ~~All applications must be registered no later than the end of the first working day after the application is received. The application date for electronic applications submitted after the close of business will be the following workday.~~

~~1. The complete application must be registered within two business days. For applications received through the Access Arkansas Citizen Portal, a reminder will be emailed to the agency upon 72 hours when an application has not been assigned.~~

10. To assist the household in obtaining required verification, if the household is cooperating in the application process as explained in SNAP 8300.
11. To advise applicant households that nutrition education is available free of charge, ~~through the Cooperative Extension Office.~~

8131 Monitoring Timeliness

SNAP Manual 01/01/202106/01/12

Supplemental Nutrition Assistance Program (SNAP) benefits must be available to eligible households no later than the ~~30th~~ thirtieth day of the application period. An “eligible household” is one that has completed the required interview and provided all required verification to determine eligibility.

~~In order to insure that eligible households have access to their benefits by the 30th day of their application processing period, the county must key the application approval to ANSWER no later than the 29th day (earlier in some cases, for example when the 29th day falls on a weekend or holiday) of the processing period. An “eligible household” is one that has completed the required interview and provided all required verification to determine eligibility.~~

~~If all required verification is not provided by the 29th day of the application processing period, the application must continue to be held in a “pending” status until the 30th day of the application processing period. If the household provides the required verification on or before the 30th day of the application-processing period, the application will be approved if eligible.~~

If a household provides adequate information for the ~~caseworker~~ eligibility worker to determine that the household is ineligible, the application will be denied. Households found to be ineligible

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must be sent a notice of denial as soon as possible, but no later than ~~30~~thirty (30) days following the date the application was filed.

~~Note:~~ Applications from households that miss scheduled interviews must be held for the full ~~30-day~~thirty-day (30) period. See SNAP 8230.

SNAP benefit application statistics must be monitored daily ~~to insure that~~to ensure that timeliness standards are met. ~~Each county will devise a monitoring system that makes use of the FACTS Pending Applications Screen (WFPA). A list of all SNAP applications currently pending in the county may be viewed on WFPA in register number order, by category, by worker, by application type, or by application date. The following fields are available on WFPA for sorting records.~~

~~Category (1-NA or 2-PA)~~

~~Worker Number~~

~~Expedited Indicator (Y – Retrieves applications coded Y or L.)~~

~~Application Type (A, B, C, D or E)~~

~~Prior (Y)~~

~~An entry in the prior field accompanied by an entry in the application date field will display all pending applications for that date and earlier.~~

8140 Contacting the Wrong County Office

SNAP Manual 01/01/2021

~~No application can be considered filed, and the processing standards may not begin until the application is received in the correct office. For this reason, the DHS county office will scan the application into ANSWER and contact the correct county office on the same day the household initially submits an application. The date the application was scanned will protect the household's application date when received in the correct office.~~

A household living outside of Arkansas that contacts a county office in Arkansas will be advised to apply for Supplemental Nutrition Assistance Program (SNAP) benefits in their state of residence. See SNAP 1300.

~~In Arkansas, households that receive only SNAP benefits through DHS may select any county as their service county so long as the household does not have a household member who is a mandatory SNAP Employment and Training (E&T) Program referral. Households that live in a county where a SNAP E&T Program is operating must participate in their county of residence if~~

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~~at least one household member must be referred to the E&T Program because he or she is subject to the requirement to work (RTW) – see . See for additional information. Also, see for instructions about handling requests for service in an alternate county at the time of application.~~

~~If a household contacts the incorrect DHS county office and inquires about applying for SNAP benefits, the county will provide the household with the address and telephone number of the appropriate office and instructions on how to apply for SNAP through the Access Arkansas Citizen Portal.~~

~~If a household submits a completed application in a county other than the county of residence for any reason be receiving SNAP benefits through this DHS county office, the household will be advised of the correct location where the application must be submitted. If the household wishes to take the application to the correct location that same day, the DHS county office will return the application to the household, and furnish the household with the address and telephone number of the correct DHS county office.~~

~~If the household submits an application to the incorrect county office, the application will be forwarded to the correct office. Applications submitted in person to the incorrect county office will be scanned to the case record in ANSWER, the correct office will be emailed, and a task will be added to the County To Do List in ANSWER that same day. Applications submitted electronically will be registered in ANSWER before assigning to the correct office. The correct office will be emailed and a task will be added to the County To Do List in ANSWER that same day.~~

~~8141 Counties With Multiple Locations~~

~~SNAP Manual 0610/01/12-20~~

~~Some counties have more than one county office. In those counties, households are assigned to go to a certain agency because they live in the area serviced by that county. A household cannot choose to go to another location within the same county; however, the household may choose to use another county as its service county if the E&T referral restriction in SNAP 1301 does not apply.~~

~~In counties with multiple locations, any household that contacts the wrong location about applying for SNAP benefits will be provided with the address and telephone number of the correct location. When an application must be transmitted from one location to another in the same county, the instructions in will apply.~~

8142 Applicants Who Move out of the County or State

SNAP Manual 01/01/202106/01/12

~~When a caseworker learns that an applicant has moved before the application has been processed, the application and the electronic case record, if any, will be transferred to the new county of residence through ANSWER unless the household has elected to participate in the old county of residence or another county (see for restrictions). The application will be denied in the old county and registered in the new county using the original date of application. The household must be interviewed in the new county of residence. Delays in processing the application that result from moving from one county to another will be treated in the same manner as delays that are the fault of the agency. See for instructions. When a household moves to another county, the pending application will be transferred to the new county. The application will retain the original application date.~~

When a household reports moving to another state, the pending Supplemental Nutrition Assistance Program (SNAP) application will be denied and the household will be advised to reapply in the new state of residence. An automated notice will be mailed to the household stating the date and reason for the denial. Case records are not transferred out of state.

~~ Case records are not transferred out of state.~~

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8150 Withdrawing Applications

SNAP Manual ~~01/01/2021~~06/01/12

A household may voluntarily withdraw an application for Supplemental Nutrition Assistance Program (SNAP) benefits at any time during the application process. The request may be made in either written or oral form, ~~although a written request is preferred.~~ The household's request to withdraw an application will be documented in the ANSWER narrative eligibility system. If the household gives a reason for the withdrawal, this will be included in the documentation.

A client notice will be issued to the household to confirm that the application has been withdrawn per the household's request.

Completed SNAP ~~application applications forms~~ are not returned to any household that withdraws an application.

~~ If the withdrawal request was made by telephone and the household later states no such request was made, the same application will be reinstated using the original date of application. The household will not be considered to have caused any delays in application processing.~~

8170 Screening Applications

SNAP Manual ~~01/01/2021~~06/01/12

All Supplemental Nutrition Assistance Program (SNAP) applications are to be screened by county office staff at the time of submission to determine if the household is entitled to expedited or Elderly Simplified Application Project (ESAP) services. ~~Applications submitted through Access Arkansas will be prescreened by the system. However, the DCO staff must also screen for accuracy.~~

See ~~SNAP 9300-9400~~ 9400 for screening procedures and processing standards for households ~~found to be eligible for expedited services.~~

Households participating in ESAP are composed of members aged sixty (60) or older or individuals living with a disability. These households do not receive a child support deduction or earned income, and do not include minor dependent children aged fifteen (15) or younger. Any household that meets these criteria will be certified for thirty-six (36) months.

During the screening process, any application that does not contain at ~~a minimum~~ least a name, address, and a signature deemed acceptable by the agency will be returned to the applicant

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with a notice. The county agency will retain a copy of the incomplete application and the notice, making sure to document the actions taken in ANSWERthe eligibility system.

Mark-UP

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8200 The Application Interview

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8200 The Application Interview

SNAP Manual 01/01/202106/01/12

A ~~qualified-certified DCO-Department of Human Services (DHS) caseworker~~eligibility worker must conduct an interview with each Supplemental Nutrition Assistance Program (SNAP) benefit applicant. For ~~application-applications~~ submitted online and households eligible for the Elderly Simplified Application Project (ESAP), the interview will be a telephone or virtual interview, unless the household requests a face-to-face interview. For all other applications, the interview will be face-to-face, unless the household requests a telephone or virtual interview. The ~~applicant may be the case head~~interviewee may be the applicant (SNAP 1500), his or her spouse, another responsible household member, or the household's authorized representative. ~~See~~ SNAP 900.

The applicant may bring anyone to the interview. If the applicant, ~~for any accompanying person,~~ becomes physically or verbally abusive to the worker during the interview process, the worker may terminate the interview and reschedule another time for completion of the interview ~~process~~. When applicants ~~are under~~appear to be under the influence of intoxicants or are mentally impaired to the extent that an interview cannot be conducted, the worker may request the interview be held with another household member or an authorized representative.

Any time the worker finds it necessary to terminate an interview ~~and/or~~ request that someone else complete the interview, all circumstances surrounding the incident will be fully documented ~~in the ANSWER narrative~~ and reported to county agency management staff.

8210 Same Day Interviews

SNAP Manual 01/01/202106/01/12

Same day interviews are those interviews conducted with the household the same day the application is filed. Same day interviews may be face-to-face, by telephone, or virtual. Same day interviews relieve the county office agency of routinely assigning an appointment time for the interviews. The ~~caseworker~~eligibility worker must document the date of the interview in the ~~ANSWER narrative~~electronic case record.

8220 Interviews Scheduled at a Later Date

SNAP Manual 01/01/202106/01/12

When it is not possible for ~~a-an~~ ~~caseworker~~eligibility worker to complete an interview with an applicant on the same day the application is submitted, the Department of Human Services

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(DHS) county office must schedule an interview for the applicant. Each county office must have a system in which appointments are assigned in a specified manner. The county must assign each household a specific date and time and each applicant must be advised of the date and time on which he or she must return for an interview.

See SNAP 9420 ~~for special instructions on scheduling interviews for expedited households.~~

8230 Scheduling Interviews

SNAP Manual ~~01/01/2021~~06/01/12

An interview must be scheduled upon receipt of an application ~~form~~ unless an interview is completed on the same day the application is filed. All interviews must be scheduled as quickly as possible. Eligible households must be given an opportunity to participate in the Supplemental Nutrition Assistance Program (SNAP) within thirty (30) days; ~~therefore~~ Therefore, interviews should be scheduled no later than twenty (20) calendar days from the date of application. When this is not possible, the interview should be scheduled at the first available appointment time. If a household fails to appear for a scheduled interview, no additional interviews will be scheduled unless requested by the household.

The Department of Human Services (DHS) county office may not deny a household's interview prior to the ~~30th~~ thirtieth day after the date of application if the household fails to appear for the first scheduled interview. If the household requests a second interview during the thirty (30) application-processing period and is determined eligible, the household's benefits must be ~~prorated from the date of application~~ calculated from the application date. See SNAP 8520 ~~for additional information.~~

~~Each county office must have a plan for scheduling out-of-the-office interviews. See.~~

8240 Conducting Interviews

SNAP Manual ~~01/01/2021~~06/01/12

At a minimum, an interview of an applicant must cover the topics and complete the actions listed below:

1. The agency must assist applicants in completing the application if necessary.
2. The agency must review the information on the application with the applicant and resolve any unclear or inconsistent information.

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3. The applicant must be advised that Social Security numbers (SSN) or applications for an SSN must be declared and verified for all household members included in the Supplemental Nutrition Assistance Program (SNAP) case.
The use of the SSN will also be explained. (See SNAP 2100).
- 1-4. Applicants must be advised of their right to a confidential interview.
- 2-5. Applicants must be advised of their rights and responsibilities.
This includes their rights under the Privacy Act that restrict the release of information in the case record to the conditions specified (in SNAP 530SNAP 530), their right to review the contents of their case record (SNAP 540-), their right to an administrative hearing (SNAP 16300), and their responsibility to cooperate during the interview and certification process. A copy of the pamphletpublication, Your Rights and Your Responsibilities, PUB 279 will be given to the household.
- 3-6. The applicant must be advised that all ~~SNAP~~SNAP cases are subject to review by the Quality Assurance Unit and that failure to cooperate with the Quality Assurance Unit will result in case closure.
- ~~4-1. The applicant must be advised that social security numbers (SSN's) or application for a social security number must be declared and verified for all household members included in the SNAP case.~~
~~The use of the SSN will also be explained (see SNAP 2100).~~
- ~~5-1. The worker must assist applicants in completing the application form, if necessary.~~
- ~~6.~~ ~~The worker must review the information on the application with the applicant and resolve any unclear or inconsistent information.~~
7. The eligibility worker must request needed verification and tell the applicant how to return this information to the county office.

 - The worker will assist the household in obtaining the needed verification when the worker becomes aware that assistance is needed. (The household is not required to request -Assistance). A business reply mail (BRM)-envelope will be provided to the applicant to return the verification or the applicant may return the information in person. See SNAP 317.2.
 - For households eligible for the Elderly Simplified Application Project (ESAP) the worker must gather all the necessary documentation and verifications on the household's behalf.

8. The worker will advise the applicant of the time frames under which his or her application will be processed.
9. The eligibility worker will advise the applicant of the consequences of a voluntary quit as explained in SNAP 3413.

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- The eligibility worker will be required to explain and discuss Requirement to Work (RTW) with the households that have members that must meet the work requirement.

9.10. The worker agency will advise be required to explain SNAP-Education (SNAP-Ed) to the household the applicant that the Cooperative Extension Service provides nutrition education, free of charge, in each county.

8250 Interview Options

SNAP Manual 01/01/202106/01/12

Normally, a face-to-face interview with the applicant is conducted in the county office.

However, the office interview will be waived upon request for any household without earned income and all the members are 60 years or older and/or individuals with disabilities.

Telephone interviews will be granted for all applications submitted through Access Arkansas without regard to hardship, unless the household requests a face-to-face or virtual interview.

Out of office interviews will be granted on a case-by-case basis under a hardship provision.

Hardship provisions include situations such as but not limited to:

Transportation difficulties

Illness

Hardships due to residency in a rural area

Situations where the applicant is required to remain in the home to care for an ill or disabled household member

- Prolonged severe weather
- Work hours or training hours that preclude an office interview – e.g., the only member available to come in for the interview works from 8:00 to 4:30 and cannot leave the job

The household may choose to appoint an authorized representative to appear at the interview.

The county office has the option of conducting an out-of-office interview either by telephone or through a home visit. (A face-to-face interview must be granted to any household that requests one.) If a home visit is selected, the date and time of the visit must be scheduled in advance with the household. The use of a telephone interview, virtual interview, or an interview by home visit will not affect the length of the certification period assigned to the household. See SNAP 8710.

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8200 The Application Interview

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All normal verification requirements apply to households that have an out-of-office interview. However, special procedures such as the use of collateral contacts may be necessary in order for the household to comply with verification requirements within the 30-day processing period.

The use of a telephone interview or an interview by home visit will not affect the length of the certification period assigned to the household. See for information about assigning certification periods Elderly Simplified Application Project
(ESAP) Elderly Simplified Application Project (ESAP) applicants must complete a request for assistance. The application process begins the day an application is submitted to the county office in person, by mail, or electronically and ends when the application is approved or denied. Interviews for these households will be conducted by telephone, unless the household requests a virtual or face-to-face interview.

8260 Interviews with Authorized Representatives

SNAP Manual 01/01/202106/01/12

Interviews with authorized representatives (AR's) will be conducted when requested by the household. An authorized representative is an individual designated on the application, form Consent for an Authorized Representative, or in writing by the case headcasehead, his or her spouse, or another responsible household member.

Interviews with AR's authorized representatives are conducted in the same manner as interviews with a member of the Supplemental Nutrition Assistance Program (SNAP) household. For this reason, the authorized representativeAR must be an individual familiar with the household's circumstances.

The household is liable for any over issuance of SNAP benefits resulting from erroneous information given by the authorized representativeAR. Therefore, if possible, the case headcasehead, his or her spouse, or another responsible household member should prepare the application or should review the application before its submission to the county office.

See SNAP 900SNAP 900-983 (for full information on explaining Authorized Representatives).

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8300 Household Cooperation

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8300 Household Cooperation

SNAP Manual ~~01/01/2021~~06/01/12

Before eligibility can be determined, the household must:

- Complete and sign the application; ~~(with the assistance of the case worker if requested)~~
- Cooperate in the interview process; ~~and~~
- Verify certain information on the application

Refusal to complete any of these processes will result in denial of the application.

Refusal to declare or apply ~~and/or verify for~~ a ~~social security~~Social Security number (SSN) for any household member ~~as specified in SNAP 2200~~ will result in the disqualification of that member at the time of the refusal. See SNAP 2200.

A household ~~that is~~ able to cooperate ~~that but~~ clearly will not take the actions required to complete the processing of the application for Supplemental Nutrition Assistance Program (SNAP) benefits is considered to have refused to cooperate.

~~————— The SNAP application will be returned to a household that complies with the interview but refuses to be interviewed by either walking out of the face-to-face interview or disconnecting the call during a telephone interview, but not simply failing to appear for an interview.~~

If there is any question about whether a household has refused or failed to cooperate, the application will not be denied, and the Department of Human Services (DHS) county office ~~will provide the household assistance in obtaining needed information.~~ will assist the household in obtaining all necessary information.

~~————— A household that fails to appear for an interview is not refusing to cooperate. Therefore, the application will not be denied until the end of the normal processing period.~~

No household will be denied SNAP benefits solely because someone outside the household failed to cooperate with a request for verification. The term “outside the household” will not apply to household members who are ineligible students, ineligible aliens, or to individuals disqualified for one (1) of the following reasons:

- Intentional program violation
- Failure to provide an SSN~~social security number~~
- Noncompliance with the work registration requirements

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8300 Household Cooperation

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- Noncompliance with the workfare requirements
- Noncompliance with the requirement to work

Households denied for refusal to cooperate may ~~reapply~~reapply, but eligibility cannot be determined until the needed cooperation is provided. If the household applies sixty (60) days following the most recent application date, the household's eligibility may be determined based on the household's current circumstances.

See ~~SNAP 11110 for information about refusal to cooperate following certification.~~

~~8310 Households with Suspected Overpayments~~

~~SNAP Manual 02/01/99~~

Mark-UP

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8500 Normal Processing Standards

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The normal processing standard for an initial application ~~and an untimely subsequent application~~ for Supplemental Nutrition Assistance Program (SNAP) benefits is thirty (30) days. Eligible households that complete the initial application process must be given an opportunity to participate in ~~the Supplemental Nutrition Assistance Program~~SNAP as soon as possible, but no later than thirty (30) calendar days following the date the application was filed. ~~(Day one (1) of the application-processing period is the day after the application was filed.)~~

A paper application is filed the day the appropriate county office receives an application ~~form~~ containing at least the applicant's name, address, and the signature of the applicant or a signature deemed acceptable by the agency, a responsible household member, or the household's authorized representative. ~~An online application is filed on the day the application is submitted through Access Arkansas or on the following workday if the application is submitted after the close of business, on a weekend, or holiday. An application filed that does not contain the applicant's name, address, and the signature of the applicant, a responsible household member, or the household's authorize representative, is not a valid application and cannot be registered. See through for a full explanation of the filing process.~~

An online application is filed on the day the application is submitted through Access Arkansas or on the following workday if the application is submitted after the close of business, on a weekend, or holiday.

An application that does not contain the applicant's name, address, and a signature deems acceptable by the agency of the applicant of a responsible household member, or the household's authorized representative, is not a valid application and cannot be registered. See SNAP 8100 - 8141.

At the time of the application interview, the household will be issued a *Request for Information (DCO-191)* if the application is ~~pending~~delayed while waiting for additional information. For households eligible to participate in the Elderly Simplified Application Project (ESAP), the eligibility worker will must gather any necessary verification.

~~SNAP benefits must be available to eligible households no later than the 30th day of the application period. In order to insure that eligible households have access to their benefits by the 30th day of their application-processing period, the county must submit the application approval to ANSWER no later than the 29th day of the processing period. An "eligible household" is one that has completed the required interview and provided all required~~

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~~verification~~ Applications pending at the end of the processing period must be evaluated to determine if the household or the agency is responsible for the delay.

~~If a household has not provided all required verification by the 29th day of the application-processing period, the application must continue to be held in a “pending” status until the 30th day of the application-processing period. If the household provides the required verification on or before the 30th day of the application-processing period, the application will be approved if eligible.~~

If a household provides adequate information for the ~~caseworker~~ eligibility worker to determine that the household is ineligible, the application will be denied. Households ~~found to be ineligible~~ must be sent a notice of denial as soon as possible, but no later than thirty (30) days following the date the application was filed.

Applications from households that miss scheduled interviews must be held for the full thirty (30)-day period. See ~~SNAP 8230~~ SNAP 8230.

If the ~~30th~~ thirtieth day falls on a weekend or holiday, the notice of denial must be sent on the first workday after the ~~30th~~ thirtieth day.

Only timely applications may use this method of denial. Applications denied after the thirtieth 30th-day without a pending notice will not be backdated to the ~~thirtieth~~ 30th day.

When an application remains pending on the ~~thirtieth 30th~~-day, because the worker lacks sufficient information to determine eligibility, the county office must review that application and any information found in the case record to determine whether the ~~county office~~ agency or the applicant is at fault for the delay in processing the application. ~~(If the 30th day falls on a weekend or holiday, the review of the application must be conducted on the first workday after the 30th day of the application-processing period.)~~

Full instructions for determining fault and taking corrective actions are located ~~in at SNAP 8506~~ SNAP 8506-8540–8540. If the county is at fault for the delay in processing, the application will not be denied. Instead, the application will be held for up to thirty (30) additional days from the date of application while the county office ~~and/or~~ the household takes any actions necessary to complete the application process.

A delay will be considered the fault of the household, if the household has failed to complete the application process even though the county office has taken all required actions. If the household is at fault for the delay in processing the application, the application will be denied on

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the ~~thirtieth 30th~~ day or if the ~~thirtieth 30th~~ day falls on a weekend or holiday, the first ~~work~~ workday after the ~~30th~~ thirtieth day.

For a full ~~sixty (60)~~ calendar days after the date of application, the applicant retains his or her right to complete the application by supplying all needed information.

~~If an applicant whose application has been denied the 30th day supplies all needed information before the 60th calendar day following the date of application, the county must take the following actions:~~

- ~~1. Locate the denied application;~~
- ~~2. Reregister the denied application using the day on which all needed information was supplied as the date of application.~~

~~Process the application.~~

The household will not be required to either submit a new ~~application form~~ application or have a second interview. If the household reports any changed information, the change must be acted upon before approval of the application.

~~Each county must develop a system to ensure each applicant who was denied on the 30th day retains the right to complete the original application when all needed information is submitted before the 60th day. No system is mandated, but each county must be able to demonstrate compliance with these provisions.~~

8501 Assigning Scheduling Appointments

SNAP Manual 01/01/2021~~06/01/12~~

Households should be assigned an appointment for an interview within twenty (20) days of the date of application. If a household misses this appointment, another appointment will be ~~assigned~~ scheduled only upon request. If a household misses an appointment for an interview assigned within twenty (20) days of the date of application and does not request another by the ~~thirtieth 30th~~ day, the application will be denied effective the ~~thirtieth 30th~~ day, ~~following the policy provided below in SNAP 8501.1~~ See SNAP 8501.1. Day one (1) is the day following the date the application is received by the county office. See SNAP 8210 ~~for additional information~~.

~~The county office must notify the applicant that the face-to-face interview will be waived in favor of a telephone interview on a case-by-case basis in response to a request due to household hardship situations as determined by the State agency. These hardship conditions include, but are not limited to illness, transportation difficulties, care of a household member,~~

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~~hardship due to residency in a rural area, prolonged severe weather, or work or training hours that prevent the household from participating in an in-office interview.~~ All applications submitted online will be granted a telephone interview, unless the household requests a face-to-face or virtual interview.

8501.1 Missed Interview

SNAP Manual ~~01/01/2021~~02/06/09

A *Notice of Missed Appointment* ~~(DCO-269)~~ will be mailed to the household, if the household misses an initial appointment for an interview regardless of whether the household requests another appointment. At initial application, the *Notice of Missed Appointment* must inform the applicant the household missed the scheduled interview and that the household is responsible for contacting the local office to reschedule the interview. This notice should be sent as soon as possible after an appointment has been missed, but no later than one (1) day prior to denying the application.

8502 Time Frames for Processing Approvals

SNAP Manual ~~01/01/2021~~06/01/12

Eligible households that complete the application process will be provided an opportunity to participate as soon as possible, but no later than thirty (30) days following the date of application. ~~If an applicant is interviewed and provides all required information on or before the 29th day of the application processing period, the caseworker must determine if the household is eligible to receive SNAP benefits. If the household is eligible to receive SNAP benefits, the worker must key the application approval no later than the day of the application processing period. This will ensure that the applicant has “an opportunity to participate” in the Supplemental Nutrition Assistance Program no later than 30 days following the date of application. If the 29th day of the application processing period falls on a weekend or holiday, the application approval must be keyed no later than the last workday the weekend or holiday.~~

8503 Time Frames for Processing Denials

SNAP Manual ~~01/01/2021~~06/01/12

Applications submitted by ineligible households will be denied as soon as possible. Applications submitted by households that fail to appear for an interview scheduled by the 20th twentieth day and ~~that~~ do not request another appointment will be denied effective the thirtieth 30th day. ~~(These applications may not be denied before the 30th day of the application processing period. The application may be denied on the first workday following the 30th day if the 30th day falls~~

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~~on a weekend or holiday. If that is the case, the 30th day will be entered as the effective date of the denial.~~ If the thirtieth day falls on a weekend or holiday, the application may be denied on the first workday following the thirtieth day. The thirtieth day will be entered as the effective date of the denial.

Households that fail to provide needed verification at the time of the application interview must be allowed until the end of the ~~thirty-day~~ thirty-day application-processing period to provide the needed verification, ~~unless the first interview is scheduled after the twentieth day of the application processing period.~~ When the first interview is scheduled after the twentieth day and additional verification is requested, the application must be held pending for up to ten (10) additional days to await the submission of the requested information. ~~Households must be allowed at least ten (10) days to provide required verification, even if an application goes over thirty (30) days and is classified as overdue.~~

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~~If a household provides adequate information for the caseworker to determine that the household is ineligible, the application will be denied. Households must be sent a notice of denial as soon as possible but no later than 30 days following the date the application was filed.~~

~~ Applications from households that miss scheduled interviews must be held for the full 30-day period. See~~

~~If a household has not provided all required verification by the 29th day of the application-processing period, the application must continue to be held in a “pending” status until the 30th day of the application-processing period. If the household provides the required verification on or before the 30th day of the application-processing period, the application will be approved if the household is found to be eligible.~~

When an application remains pending on the 30th-~~thirtieth~~ day because the worker lacks ~~sufficient~~enough information to determine eligibility, the county office must review the application to determine whether the county office or the applicant is at fault for the delay in processing the application. ~~Full instructions for determining fault are located in SNAP 8506~~See SNAP 8506-8540. A notice of denial must be sent no later than the 30th-~~thirtieth~~ day following the date of the application. On the denial notice, the effective day of denial (the denial date) will be the ~~thirtieth~~30th day. Even if the ~~thirtieth~~30th day falls on a weekend or holiday, the effective date remains the date of the ~~thirtieth~~30th day. Denials should be entered into the system no later than the first workday following the ~~thirtieth~~ 30th-day and no earlier than the ~~thirtieth~~30th day.

8504 Contents of Denial Notice

SNAP Manual 01/01/2021~~06/01/12~~

When a household's application is denied, a notice explaining the action will be sent to the household. In most instances, an automated notice should be sent to the household. If the denial is based upon the household's failure to submit requested information within thirty (30) days of the date of application, the household retains the right to have the application reinstated by submitting all requested information within sixty (60) days from the date of application. ~~-(See SNAP 8506. See SNAP 8506, last paragraph.) For initial applications or recertifications that may be reinstated, the caseworker will use either denial reason “Failed to verify income” or “Failed to verify information.”~~

The *Notice of Action* (~~DCO-1~~) must advise the household of the following information:

- The application has been denied and the reason for the denial.

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- What action the household must take to reactivate the application, if any.
- If the application was denied for failure to provide requested information within **thirty (30)** days, the household may continue the application process without submitting another application until the **sixtieth** day of the application period by providing the required information.
- That the household must submit a new application, if at the end of the **sixty (60)** day period, the household has not taken the needed **action, but still wishes to participate in Supplemental Nutrition Assistance Program (SNAP).**

8505 Summary of Actions on Application Approvals/Denials

SNAP Manual 01/01/202106/01/12

An application for Supplemental Nutrition Assistance Program (SNAP) benefits may be completed as soon as all requirements for an interview, verification, work registration, and providing an a Social Security number (SSN) are met. ~~(See SNAP 9440SNAP 9440-9446. –9446 for special procedures on households entitled to expedited application processing.)~~

When a household is found eligible to participate in the Program program, the worker will complete the following actions:

1. If the applicant is still present, he or she will be verbally advised of the determination of eligibility, the length of the period of certification, and the SNAP benefit amount.
2. A Change Report Form (DCO-234), and a Change Report Addendum: The Reporting Requirements will be issued to the household. If the household will also be subject to semi-annual reporting, the pamphlet, SNAP Semi-Annual Reporting (PUB-260) must be issued to the household. When applicable, the semi-annual reporting ~~and annual review~~ process must also be verbally explained to the household.
3. The case will be authorized for issuance of benefits.
4. An approval notice must be issued to the household.

If the household is ineligible, the worker will complete the following actions:

1. If the applicant is still present, he or she will be verbally advised of the reason for ineligibility and the household's rights to an administrative hearing. A Notice of Action (DCO-1) will be issued to the household. Either an automated or a manual notice may be issued. The application form application will not be returned to the household.
2. The denial will be keyed via the automated-eligibility system.

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8506 Pending Applications

SNAP Manual ~~01/01/2021~~06/01/12

At the time of the application interview, the ~~caseworker~~eligibility worker may find that a Supplemental Nutrition Assistance Program (SNAP) applicant must provide additional information ~~/ or~~ verification ~~in order~~ to establish eligibility. Households that fail to provide needed verification at the time of the application interview must provide all required information by the ~~30th~~thirtieth day or in ten (10) days, whichever gives the household the most time. The agency must gather the necessary documentation and verification for households eligible for the Elderly Simplified Application Project (ESAP).

~~The household must be allowed 10 days to provide requested verification even when there are less than 30 days remaining in the application processing period to provide requested information. This rule applies even if the application will be classified as overdue.~~

At the time of the interview, the household will be notified ~~via the Request for Information (DCO-191)~~ of the information that must be supplied and of the date by which the information must be provided via the Request for Information. The eligibility worker must advise the household that the application will be denied if the information is not returned by the date indicated on the Request for Information DCO-191. If the missing verification is not received in the county office before the end of the application-processing period ~~— (including extensions —)~~ the household's application will be denied.

When the missing verification is for medical costs, actual utility costs, dependent care costs, or child support payments, these costs will be disallowed, and the application will be processed. The application will be denied only if disallowing these costs causes the household to be ineligible. See SNAP 6524 (for information on detailing verification of medical costs), and SNAP 6627 (for information on detailing verification of actual utility expenses). If the missing verification is later supplied, the budget will be recalculated to allow the expense. The change will be handled according to the standards for processing changes, ~~as stated in SNAP 11400~~See SNAP 11400.

If a household contacts the county office to report a problem with obtaining verification, the eligibility worker will assist the household. The request and outcome will be documented in the eligibility system. See SNAP 317. ANSWER narrative

If a household provides requested verification and the worker determines that additional information is needed, a Request for Information (DCO-191) will be issued to advise the

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household of the missing information and the date by which the information must be provided. However, the application will not be held longer than the ~~30ththirtieth~~ day to obtain missing verification unless the household has less than ten (10) days to provide missing verification. When an application is denied on the ~~30ththirtieth~~ day, but missing verification is supplied on or before the ~~60thsixtieth~~ day, the application will be reinstated. If the household is found eligible, benefits will be prorated from the date the information is supplied.

8510 Delayed Applications

SNAP Manual ~~01/01/202102/01/99~~

Applications that have been neither approved nor denied by the ~~30ththirtieth~~ day of the application-processing period are delayed applications. These applications do not become “overdue” until the ~~31stthirty-first~~ day of the processing period.

On the ~~30ththirtieth~~ day, all delayed applications must be ~~assessed~~evaluated, and the appropriate actions must be taken. The county office must take the actions necessary to complete the application process.

8520 Determining Fault - County Caused Delay

SNAP Manual ~~01/01/202106/01/12~~

The county office is at fault for delays in application processing when the household has completed all required actions, but the ~~caseworker~~eligibility worker has failed to follow processing guidelines or has not:

- Scheduled the first appointment for an interview by the ~~20thtwentieth~~ day after the date of application;
- Provided the household with a statement of required verification; or
- Allowed the household sufficient enough time to provide the missing verification.
- Completed the application process when the applicant has returned all required information.

The county office is also at fault for the delay if the eligibility worker failed in some other way to complete the application process. ~~The county office must take the actions necessary to complete the application process. For example, if the household has provided all the information required to complete the application, but the application has not yet been processed, the county must process the application immediately.~~ If not unable to complete the process, a *Notice of Action*

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~~(DCO-1)~~ must be sent to the household explaining the delay. In cases where verification is incomplete, the county office must have taken one (1) of the following actions:

- Provided the household with a properly completed *Request ~~for Information for~~ Information* ~~(DCO-191)~~
- Allowed the household sufficient enough time to provide the missing verification
- Assisted the household to get required verification if such assistance was requested

If the information needed to process the application was not requested via ~~DCO-191~~ *Request for Information*, a ~~DCO-191~~ *Request for Information* will be prepared and mailed to the household. The form must specify the information that must be provided by the sixtieth-60th day after the date of application. (If the sixtieth 60th day falls on a weekend or holiday, this will be the first workday after the sixtieth 60th-day.)

8521 Determining Fault - Client Caused Delay

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A delay is the fault of the household if the household has failed to complete the application process even though the county office has taken all required actions.

A household that fails to complete the application is at fault if the county office attempted to assist with the application on or before the 30th-thirtieth day of the application period. (This applies when a household is interviewed on or before the thirtieth30th day of the application period and refuses to provide the information needed to complete the application.)

If a household attended an interview scheduled on or before the 20thtwentieth day of the application period and was properly notified of any missing information via the *Request for Information-DCO-191*, the delay is considered the fault of the household. The household's application may be reinstated up to the 60thsixtieth day.- If a household failed to appear for an interview scheduled on or before the 20thtwentieth day of the application period and makes no request to reschedule the interview, the application will be denied on the thirtieth30th day. A household that wishes to reapply must submit another application.

If a county office schedules at least two (2) interviews during the first thirty (30) days of the application-processing period, but the household appears for neither interview, the application will be denied on the thirtieth30th day unless additional requests for rescheduling of interviews can be granted before the thirtieth30th day. If the application must be denied on the thirtieth30th day, the household must submit another application.

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If a household failed to appear for the first interview and requested the second interview be rescheduled after the thirtieth 30th-day, the application will be denied on the thirtieth 30th day. If the household appeared for the interview, the same application ~~form~~ will be re-registered with the date of the interview as the date of application.

~~See the charts in for additional information.~~

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8530 Chart: Determining Fault as Per SNAP 8520-8521

SNAP Manual—06/01/12

REASON FOR THE DELAY	FAULT	ACTION
The household has been interviewed and has furnished all needed information. The application has not been processed.	Agency	Process the application. If the application cannot be approved, or denied, notify the household. If approved, authorize benefits to the date of application.
No appointment for an interview was scheduled for the household.	Agency	Schedule an appointment for an interview. Continue to hold the application up to 60 days. If approved, authorize benefits to the date of application.
The household's first interview was scheduled more than 30 days following the date of application.	Agency	Continue to hold the application up to 60 days. If approved, authorize benefits to the date of application.
The household's appointment for an interview was first scheduled between the 20 th and the 30 th day following the date of application. The household appeared for the interview but failed to furnish all needed information.	Agency	Continue to hold the application. Allow household 10 days to provide needed information. (If household indicates additional time is needed, allow up to 60 days.) If application is approved, authorize benefits to the date of application.
The household was interviewed but was not notified via DCO-191 of any missing information/verification that is needed to establish eligibility.	Agency	Prepare a DCO-191 to notify household. Continue to hold the application. Allow household 10 days to provide needed information. (If household indicates additional time is needed, allow up to 60 days.) If application is approved, authorize benefits to the date of application.
The household missed their first interview and requested a second. The second interview is scheduled after the 30 th day.	Agency	Continue to hold the application up to 60 days. If approved, authorize benefits to the date of application.
The household missed its first interview scheduled before the 20 th day and requested its second interview be scheduled after the 30 th day.	Household	Deny the application. Reregister the application if the household appears for the second interview. Authorize benefits to the date of the second interview.
The household failed to appear for its scheduled interview and did not request a second interview.	Household	Deny the application. This application cannot be reinstated within next 30-day period. The household must reapply.

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REASON FOR THE DELAY	FAULT	ACTION
The household's first interview was scheduled within 20 days of application. The household appeared for the interview but failed to provide all needed verification, within the specified time. (Households are allowed up to 10 days to provide verification unless additional time is requested.)	Household	Deny the application. Reregister the application if requested verification is received within 60 days of the date of application. Authorize benefits the date the verification was received. In that case, benefits will be authorized from the date of application.
The household's first interview was scheduled within 20 days of application. The household missed this interview but requested another that was scheduled between the 10th and 30th day. The household appeared for the interview but did not complete all requirements before the 30th day.	Not Applicable	Continue to hold the application. Allow household 10 days to provide needed information. (If household indicates additional time is needed, allow up to 60 days.) If application is approved, authorize benefits from the date of application.

8540 Handling Pending Applications During ~~the~~The Second Thirty (30) Days

SNAP 01/01/2021 Manual 06/01/12

All applications that have been neither approved ~~nor or~~ denied before the ~~60thsixtieth~~ day of the application-processing period must be evaluated on the ~~sixtieth~~60th day. The resulting action depends upon whether the second delay in application was the fault of the household or the fault of the agency or the household.

A delay is the fault of the household if the household failed to complete the application process even though the agency has taken all required actions. If the household is at fault for not completing the application process by the end of the second ~~30-day~~thirty-day period, the application will be denied. If the household wishes to participate in the Program Supplemental Nutrition Assistance Program (SNAP), another application must be submitted.

A delay is the fault of the agency when the household has completed all required actions, but the worker failed to schedule an appointment for an interview or scheduled the first appointment for an interview after the 50thfiftieth day of the application-processing period. The agency is also at fault if the worker failed to provide the household with a statement of required verification, ~~(DCO-191)Request for Information or~~ failed to process the application. If the delay is the fault of the agency, corrective action must be taken. ~~See the chart below.~~

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REASON FOR DELAY	COUNTY ACTION
No interview scheduled.	<p>An interview will be scheduled.</p> <p>If the household appears for the interview but does not furnish all needed information, a Request for Information (DCO-191) must be issued at the time of the interview. The household must be allowed ten days to furnish the information. If the information is not provided on or before the specified date, the application will be denied on the 11th day.</p> <p>If the household does not appear for the interview, the application will be held for 10 additional days beginning with the day after the date of the scheduled interview. If no request for a second interview is made, the application will be denied on the 11th day.</p>
Scheduled the first interview after the 50th day.	<p>If the household appears for the interview but must provide additional information, the application will be held for 10 days (beginning with the day after the request). The date will be specified on the DCO-191. If the information is not provided by the 10th day, the application will be denied on the 11th day.</p> <p>If the applicant does not appear for the interview and does not request a second appointment, the application will be denied on the 11th day following the date of the scheduled interview. If a second appointment is requested, the appointment will be scheduled on or before the 60th day of the application period.</p>
No DCO-191 provided.	<p>A DCO-191 will be provided. The household will be given 10 days (beginning the day after the date of the notice) to provide the requested information. If the information is not provided, the application will be denied on the 11th day.</p>
All information has been provided but the application has not been processed.	<p>The application will be processed and all documents keyed on the 60th day.</p>

For applications approved on or after the 60th day, benefits will be provided back to the date of application.

When an action date falls on a weekend or holiday, the action will actually be taken on the next workday, effective the date the approval or denial is submitted.

Applications found to be pending after the 30th or the 60th day will be denied using the current date as the denial date. Application denials are not to be backdated.

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8600 Budgeting

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8600 Budgeting

SNAP MANUAL ~~01/01/2021~~~~02/01/99~~

Initial case actions are budgeted prospectively. See ~~SNAP 7100 for instructions on budgeting and determining eligibility.~~

8610 Prorated Initial Benefits

SNAP Manual ~~0102/01/99~~~~2021~~

When a household files an initial application for Supplemental Nutrition Assistance Program (SNAP) benefits as defined in SNAP 8100, SNAP benefits for the first month of certification will be prorated. When a household files an untimely subsequent application after the end of the household's current certification period, proration of benefits will apply. Proration of SNAP benefits usually begins on the day the household filed an application. However, if the application is reinstated in the second thirty (30)-day period as instructed in SNAP 8500-, proration will begin on the day the household takes the action necessary to complete the application.

~~Prorated initial benefit amounts will be determined by using the chart found in SNAP 8612 or the following formula.~~

$$\frac{\text{Monthly benefit amount} \times (31 - \text{date of application})}{30} = \text{prorated allotment}$$

~~Prorated benefit amounts ending in 1 through 99 cents will be rounded down to the nearest dollar.~~

~~A household applies for benefits on the 17th day of the month and is certified for a SNAP benefit amount of \$55.00 per month.~~

$$\frac{\$55 \times ((31 - 17))}{30} = \$25.66 \text{ rounded down to } \$25.00$$

~~\$25.00 is the prorated benefit amount.~~

~~An application submitted on the 31st day of the month will be handled the same as an application submitted on the 30th day of the month when calculating prorated SNAP benefits.~~

~~A household applies for SNAP benefits on the 31st of the month and is certified for a SNAP benefit amount of \$355 per month.~~

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$$\frac{\$355 \times ((31 - 30))}{30} = \$11.83 \text{ rounded down to } \$11.00$$

\$11.00 is the prorated benefit amount.

~~If a prorated initial SNAP benefit amount is less than \$10.00, no benefits will be issued.~~

~~A household applies for SNAP benefits on the 17th of the month and is certified for a SNAP benefit amount of \$21.00 per month.~~

$$\frac{\$21 \times ((31 - 17))}{30} = \$9.80 \text{ rounded down to } \$9.00$$

~~The household will not receive any SNAP benefits for the month of application because the prorated initial benefits are less than \$10.00.~~

~~If a household lived in a nother state ~~other than Arkansas~~ but made application in Arkansas before the SNAP case ~~closed~~ in the other state closed, the household is not eligible to receive SNAP benefits in ARrkansas until the previous case is closed. The household will not receive prorated benefits for the application submitted in ARrkansas. ~~Please s~~See SNAP 1300 for residency requirements.~~

8611 Proration for Migrant and Seasonal Farm Worker Households

SNAP Manual 0102/01/992021

Migrant and seasonal farm worker households must receive full benefits for the month of application when the household has participated in the Supplemental Nutrition Assistance Program (SNAP) within thirty (30) days prior to the date of application. If a migrant or seasonal farm worker household makes application for SNAP benefits, the worker must determine if the household has received SNAP benefits in any state within the thirty (30)-day period prior to the date of application. If so, the household's benefits for the month of application will not be prorated. ~~Changing the date of application to the last day of the previous month prevents proration. For example, if such an application is submitted on September 26th, the date of application will be changed to August 31st.~~

When a migrant or a seasonal farm worker household declares receipt of SNAP benefits during the thirty (30)-day period prior to the date of application in Arkansas, the household will be asked to submit proof of participation such as an ID card, an Electronic Benefit Transfer (EBT) card, or an approval notice. ~~If the household Households with~~has no such proof, the eligibility worker will ~~be asked to provide a statement about the location and the date of last~~

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~~participation~~ contact the state where benefits were received in the prior month. Both the date and location of the household's last participation must be documented.

This provision does not entitle households to participate twice in the same month. Migrant or seasonal farm worker households may only participate in ~~the Supplemental Nutrition Assistance Program~~ SNAP in one (1) state during any given month.

8612 SNAP Proration Chart

SNAP Manual 02/01/99

~~To determine benefits for the initial month, locate the date of application in column I, and then multiply the corresponding factor in Column II by the total monthly SNAP benefit amount calculated.~~

Column-I Date of Application	Column-II Factor	Column-I Date of Application	Column-II Factor
1	1.0000	17	.4667
2	.9667	18	.4334
3	.9334	19	.4000
4	.9000	20	.3667
5	.8667	21	.3334
6	.8334	22	.3000
7	.8000	23	.2667
8	.7667	24	.2334
9	.7334	25	.2000
10	.7000	26	.1667
11	.6667	27	.1334
12	.6334	28	.1000
13	.6000	29	.0667
14	.5667	30	.0334
15	.5334	31	.0334
16	.5000		

8620 Minimum SNAP Benefits

SNAP Manual 01/01/2021~~06/01/12~~

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A minimum Supplemental Nutrition Assistance Program (SNAP) benefit amount is the smallest monthly SNAP benefit amount that may be issued to an eligible household. The minimum benefit amount for each household size is listed on ~~the Exhibit A – SNAP Basis of Issuance Charts~~ Exhibit A - SNAP Basis of Issuance Charts. To determine the minimum benefit amount for one (1) and two (2) person households, ~~see SNAP 8630 below.~~

To determine the minimum benefit amount for households with three (3) or more members, ~~see SNAP 8640 below.~~

~~1. Minimum benefit requirements do not apply in an initial month of eligibility. In an initial month of eligibility, prorated benefits of less than \$10.00 are not issued. Therefore, a one or two person household could have a monthly SNAP benefit amount of \$8.00 and a date of application on the 1st of the month. This household would not receive SNAP benefits for the month of application. In the following month, minimum benefits of \$16.00 would be issued.~~

8630 Minimum SNAP Benefits for One and Two Members

SNAP Manual 01/01/202106/01/12

The minimum Supplemental Nutrition Assistance Program (SNAP) benefit amount is established annually for eligible one (1) and two (2) person households ~~is \$16.00.~~

This provision applies to households including that include a person aged sixty (60) or older or individuals living with a disability ~~individuals with disabilities and/or persons aged 60 or older,~~ categorically eligible households, and regular households. See the Glossary ~~glossary~~ for definitions of both individuals with disabilities and/or persons aged sixty (60) or older, and categorically eligible ~~categorically eligible~~ households.

A categorically eligible household with one (1) or two (2) persons will receive a minimum benefit ~~of \$16.00~~ regardless of the household's net income.

8640 Minimum SNAP Benefits – Three or More Members

SNAP Manual 01/01/202112/01/00

Categorically eligible households with three (3) or more members will be entitled to a minimum benefit of at least two dollars (\$2.00) if the Thrifty Food plan reduced by thirty percent (30%) of the household's net income is at least one dollar (\$1.00). Minimum benefits for households with three (3) or more members vary with the according to household size, and ~~depend on the point~~

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~~at which whether~~ the household's net income exceeds the limit on the issuance charts. Minimum benefit amounts may be found in [Exhibit A - Basis of Issuance Chart](#).

~~For example, as of October 2008, the minimum SNAP benefit amount for an eligible regular household of five was \$77.00, and the minimum benefit amount for an eligible regular household of six was \$127.00. (See the current for the minimum SNAP benefit amounts in effect at this time.)~~

8641 Benefits for Categorically Eligible Households

SNAP Manual [01/01/202112/01/00](#)

Categorically eligible households with one (1) or two (2) members will receive a minimum benefit ~~of \$16.00 amount~~, regardless of the benefit calculation. A categorically eligible household with three (3) or more members receives benefits only if the household's benefit calculation is one dollar (\$1.00) or more. If the household's benefit amount is less than one dollar (\$1.00), the case is treated as an otherwise eligible case. The case must be keyed ~~into~~ the [Supplemental Nutrition Assistance Program \(SNAP\)](#) system in the same manner as cases for households that receive benefits. The benefit amount will be zero "(0)."

~~—————Categorically eligible households with 1 or 2 members will receive a minimum benefit of \$16.00, regardless of the benefit calculation.~~

8650 Retroactive Benefits

SNAP Manual [01/01/202112/01/00](#)

Retroactive benefits are [Supplemental Nutrition Assistance Program \(SNAP\)](#) benefits due to a household at application approval for months in the application period prior to the month of approval. For example, an application is submitted in June and approved in August. June and July SNAP will be authorized as retroactive benefits.

Retroactive benefits will be issued only if the county was at fault for the delay in processing the application and the household is eligible for those months. Retroactive benefits are subject to proration.

~~—————An application is approved on April 10 for a household that applied on March 15. Retroactive benefits for March are prorated to the date of application, March 15.~~

When a household is entitled to retroactive benefits, the amount of retroactive benefits will be calculated, proration will be applied as necessary, and the retroactive benefits will be authorized.

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If a household is not eligible for the current month but is eligible for a prior month or months in the application period, the household will be issued any retroactive benefits.

~~A household applies for SNAP benefits on March 15th. On May 2nd, the worker determines that the household is currently ineligible and the county was at fault for the delay in processing. The household was eligible for SNAP benefits in March and April, so the worker calculates the household's March and April SNAP benefits. March benefits are prorated to the date of application, March 15. These benefits are authorized as retroactive benefits.~~

8651 Aggregate Benefits

SNAP Manual [01/01/202106/01/12](#)

A household that files an initial application after the 15th-fifteenth of the month and is approved by the end of the month of application will be issued aggregate benefits. Aggregate benefits are combined benefits for the month of application and the following month. ~~(If the initial month's benefits are less than ten dollars (\$10.00), only the benefits for the following month will be issued. Prorated initial benefits amounting to less than ten dollars (\$10.00) are not issued. (See SNAP 8610SNAP 8610.)~~

~~A household submits an initial application on November 21st, and the application is approved on November 29th. On November 30th the household will be issued aggregate benefits for the months of November and December.~~

Households that apply after the fifteenth~~15th~~ of the month and are certified under expedited service provisions will be issued prorated benefits for the first and second months within the expedited timeframe.

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8700 Certification Period

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8700 Certification Period

SNAP Manual ~~01/01/2021~~06/01/12

A certification period is a designated period of time during which a household is eligible to receive Supplemental Nutrition Assistance Program (SNAP) benefits. Certification periods are based upon calendar months. The month a household applies for SNAP benefits is usually the first month in the certification period even if the application is not approved until a later month.

A household may be determined eligible for the month the application was submitted but not receive any SNAP benefits due to proration. In these cases, the certification period will begin with the month of application even though the household will not receive any SNAP benefits for that month.

~~A household applies on May 20 and is approved on May 22. Prorated benefits for May are \$8.00; therefore, no SNAP benefits will be issued to the household in May. Regardless of this, a certification period beginning in May and ending in April is assigned.~~

When a household is ineligible for ~~a one (1) month or more (or months)~~ in the period of application, the certification period begins with the first month of eligibility.

~~A household applies for SNAP benefits on July 7 and is ineligible for July benefits but eligible for August. The period of certification will begin in August.~~

Eligibility for SNAP benefits ~~ceases~~ceases at the end of each certification period. All households participating in ~~the regular Supplemental Nutrition Assistance Program~~SNAP must ~~be re-apply, re-certified~~verify certain information, and eligibility to participate in the Supplemental Nutrition Assistance Program must be re-determined before additional benefits will be issued.

Certification periods range in length from one (1) month to thirty-six (36) months and months ~~and~~ are assigned according to the current household situation.

8710 Assigning Certification Periods

SNAP Manual 01/01/2021~~01/01/2016~~

All households are subject to limited reporting and will be assigned certification periods as specified below:

1. Households consisting totally of ~~a person~~adults aged sixty (60) or older or individuals living with a disability~~individuals with~~

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~~disabilities and/or persons aged 60 or older~~ with no earnings or child support deduction will be assigned a thirty-six (36) month certification period. ~~A household composed entirely of individuals with disabilities, and persons aged sixty (60) or older, and minor dependent children aged fifteen (15) or younger will also be assigned a thirty-six (36) month certification, if no household member has earnings or a child support deduction.~~ These households will be subject to annual reviews.

~~1. _____ - If there is a household member age 16 or older, the household will be assigned a 12-month certification period and will be subject to semi-annual reporting. A household composed entirely of persons aged sixty (60) or older or individuals living with a disability, and minor dependent children aged fifteen (15) or younger will be assigned a twelve (12) month certification. These households will be subject to Limited Reporting.~~

2. A household composed entirely of Supplemental Security Income (SSI) recipients will be assigned a twelve (12) month certification period; if one (1) or more members have earned income from a sheltered workshop.
3. Households subject to both limited reporting (SNAP 11340) and semi-annual reporting (SNAP 11342) will be assigned a twelve (12)-month certification period.
4. Some households are subject to limited reporting (SNAP 11340) but not subject to semi-annual reporting.
 - Homeless households as defined in the Glossary glossary will receive a four (4) month certification period. (See both the definition of "Homeless Household" and "Homeless Individual.")
 - Migrant and seasonal farm worker households as defined in the Glossary glossary. These households are certified for four (4)-months. (See both the definition of "Migrant" and "Seasonal Farm worker.".)
 - Striker households are certified for four (4)-months under the provisions in SNAP 1700-1740.
 - Certain self-employed households will be certified for four

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- ~~(4) months as explained in [SNAP 5662-5691](#).~~
- All households containing an ~~ABAWD Able-Bodied Adult Without Dependents~~ subject to the ~~RTW Requirement to Work~~ or who may become subject to the RTW will be assigned a *maximum* 4 month certification period.

~~The following examples are not all-inclusive and are not intended to cover all possible scenarios.~~

~~**Example #1:** Sally applies for SNAP on March 11, 2016. She has never received SNAP benefits. She is an ABAWD and meets no Work Registration or RTW exemption or the RTW. She is certified for four months for March, April, May and June 2016. March is not a countable month since partial/prorated months do not count toward the 3 in 36. Her countable months are as follows: M1=April, M2=May, M3=June.~~

~~**Example #2:** Joey applies for SNAP on April 22, 2016. He has never received SNAP benefits and he is an ABAWD and meets no Work Registration or RTW exemption. His application is approved on May 3, 2016. Joey will be approved for 4 months. April is retroactive month it will not count toward his 3 in 36. His countable months are as follows: M1=May, M2=June, M3=July.~~

~~**Example #3:** Tyrese applies for SNAP on March 11, 2016. He last received SNAP benefits in July 2015. Tyrese is an ABAWD but he is working at Target and he averages 80 hours monthly. Since he is working less than 30 hours, if his hours are reduced without good cause, he is likely to become subject to the RTW. His application is approved on March 23, 2016 and Tyrese will be certified for 4 months (March through June 2016) and he will not have any~~

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~~countable months against him since he is meeting the RTW.~~

5. Households certified under the expedited provisions will be assigned a one (1) or two (2)- month certification period when verification is postponed as described in SNAP 9501. ~~(When a household is certified under the expedited provisions but verification does not have to be postponed, the household will be assigned a normal certification period. The length of the certification period will depend on the household's current situation.)~~
6. Households in alcoholism and/or drug addiction treatment centers will usually be assigned a one (1) or two (2) month certification period.
- ~~6.7.~~ Households admitted to a treatment center or sentenced to a treatment center for a longer period may be given a three (3) month certification period. Certification periods assigned to households residing in a treatment center must not exceed three (3) months.
8. Households will be assigned a one (1) or two (2) month certification period when it appears likely that the household will become ineligible to receive Supplemental Nutrition Assistance Program (SNAP) benefits in the near future.
 - This includes households that intend to leave the State of Arkansas in the near future.
 - It also includes any household that contains an Able-Bodied Adult (ABA)BAWD member who is subject to the RTW-Requirement to Work, and the member has received one (1) or two (2) countable months while not fulfilling the requirement to work.

~~The following examples are not all inclusive and are not intended to cover all possible scenarios.~~

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~~**Example #1:** Sam is an ABAWD and he has received his 3 countable months. He provided the DCO-261 with his SAR in June that indicates he may volunteer for Grace Church the required number of hours to meet the Informal Workfare obligation and be SNAP eligible. The form states that he may volunteer for 2 months and he may begin work on July 1. Sam may be certified for 2 months. He must re-verify volunteer hours at his recertification in September, meet another work requirement, or meet an exemption in order to be SNAP eligible. Otherwise, Sam will be ineligible and his application will be denied.~~

~~**Example #2:** Shelia is an ABAWD and she has already received her 3 countable months of SNAP benefits. She provided a DCO-261 that indicated that she may volunteer for a local non-profit agency for 6 months beginning October 1, 2016. Shelia may be certified for a maximum of four months. Depending on her circumstances at recertification, she may be assigned a one, two or four month certification.~~

8720 Prioritizing Assignment of Certification Period

SNAP Manual 01/01/2021~~16~~

The following households will be assigned a one (1) or two (2) month certification period:

- Households certified under the expedited provisions when verification is postponed.
- Households expected to become ineligible in the first or second month of certification.

Households residing in an alcoholism ~~and~~/or drug addiction treatment center will be assigned a one (1), two (2), or three (3) month certification period.

A ~~four-month~~four (4) month certification period as explained in ~~SNAP 8710~~SNAP 8710 will be assigned to the following households:

- Homeless households
- Migrant and seasonal farm-worker households
- Households with strikers

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- Households with self-employment income when the worker is awaiting verification of the last year's self-employment income
—Households containing an ABAWD
Able-Bodied Adult subject to the Requirement to Work RTW or who may become subject to the Requirement to Work RTW

Households where all members are Supplemental Security Income (SSI) recipients ~~but where~~ at least one (1) member has earned income will be assigned a twelve (12) month certification period and are subject to semi-annual reporting, ~~(excluding SSI households mentioned in~~ SNAP 8710.2.

~~A household composed entirely of individuals with disabilities and persons aged 60 or older and minor dependent children age 15 or younger will also be assigned a 36-month certification if no household member has earnings or a child support deduction.~~
An Elderly Simplified Application Project (ESAP) household composed of members adults aged sixty (60) or older or individuals living with a disability that do not receive a child support deduction, earned income, or include minor dependent children aged fifteen (15) or younger will be certified for thirty-six (36) months.

All other households will be assigned a twelve (12) month certification period and will be subject to semi-annual reporting.

8730 Adjusting Certification Periods

SNAP Manual 0106/01/12021

The new certification period may not exceed thirty-six (36) months, including the original certification period. The corrected certification period must be keyed as an application using the original date of application. This will ensure that the annual reminder letter is issued to the household at the correct time. The corrective action must be justified in the narrative.

With one (1) exception, a household's certification period may not be shortened once it has been assigned.

A~~However, a~~ thirty-six (36)- month certification may be shortened when the household is no longer eligible for a thirty-six (36)- month certification period.

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8700 Certification Period

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A certification period may be lengthened to correct a case if the household was entitled to a twelve (12)- month or thirty-six (36)- month certification period but was assigned a shortened certification period. ~~The new certification period may not exceed 36 months including the original certification period. (The corrected certification period must be keyed as an application using the .) This will insure that the annual review form is issued to the household at the correct time. The corrective action must be justified in the narrative.~~

If the county office must extend a certification period to correct a case, the household must be notified of the new certification period using a manually issued *Notice of Action* ~~(DCO-1)~~. In addition, a *Change Report* ~~(DCO-234)~~ will be issued to the household.

Mark-UP

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8800 Forms and Notices Supplied at Certification

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8800 Forms and Notices Supplied at Certification

SNAP Manual ~~0102/01/992021~~

Certain forms and notices are provided to all eligible households when an initial application is approved.

See ~~SNAP 8810~~ SNAP 8810 - 8830 for an explanation of these forms and notices.

8810 Approval Notice

SNAP Manual ~~0102/01/992021~~

Each eligible household must be provided with an approval notice at initial application and recertification. Approval notices will contain at least the following information:

- The monthly Supplemental Nutrition Assistance Program (SNAP) benefit amount;
- For households issued retroactive benefits, an explanation that the first issuance includes benefits for more than one (1) month;
- For households issued aggregate allotments, an explanation that the first issuance includes SNAP benefits for the current month and a future month;
- Variations in the SNAP benefit amount based on changes anticipated at certification;
- The beginning and ending months of the certification period;
- The household's right to an administrative hearing; and
- The telephone number, Telecommunications Device for the Deaf (TDD) number, or Arkansas Relay Service number of the county office.

Automated notices are issued at application except in the following circumstances:

- Restored benefits are being authorized;
- A household is being certified under the expedited provisions of SNAP 9100 and verification is postponed;
- The household's certification period ends in the current month or the household is certified for retroactive benefits only;
- A member of the household has not verified his or her ~~social security~~ Social Security number (SSN);
- The automated notice does not provide the household with adequate information; or
- There is no automated notice to address the household's current situation.

In these situations, a notice will be prepared manually using the *Notice of Action* ~~(DCO-1)~~. All required information must be included.

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8800 Forms and Notices Supplied at Certification

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8820 Change Report Form

SNAP Manual ~~0106/01/12021~~

All households must be advised during the application interview of the household's responsibility to report required changes. The change reporting process is fully explained in [SNAP 11300 - 11350](#).

If a *Change Report Form* (~~DCO-234~~) and a business reply mail (~~BRM~~) envelope ~~were~~ was not issued to the household during the application interview, a ~~DCO-234~~ *Change Report* and business reply mail (~~BRM~~) envelope will be issued at application approval. A *Change Report Form* ~~DCO-234~~ and a *Change Report Addendum: Reporting Requirements form* will be provided to the household. If a *Change Report Form* ~~DCO-234~~ was previously issued, but no addendum was issued, then an addendum must be issued at application approval. The form is available in different formats, such as large print. The household will be instructed in the use of the form.

For applications received through Access Arkansas, a link to the *Change Report Addendum* forms, (~~DCO-234 and 234A~~) and [the Semi-Annual Reporting Pamphlet Publication](#) are provided to the applicant in his or her welcome message with the following text:

FOR SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) APPLICANTS ONLY: *If approved for benefits, your ~~caseworker~~ eligibility worker will discuss reporting requirements with you. Please follow the link below to view or download your ~~Change Report Form (DCO-234 (A))~~. You may also view or download your ~~Semi Annual~~ Semi-Annual Reporting Publication, (~~PUB-360~~) if applicable.*

<http://www.arkansas.gov/dhs/dco/NewDCO/Food%20stamp%20page.html>

8821 Semi-Annual Reporting

SNAP Manual ~~0106/01/12021~~

Households subject to semi-annual reporting will be given a copy of the ~~pamphlet-publication~~ entitled *Semi-Annual Reporting* (~~PUB-360~~) during the interview. The ~~caseworker~~ eligibility worker must explain the contents of the ~~pamphlet-publication~~ to the household.

If semi-annual reporting is not explained to the household at the time of the interview, a ~~publication pamphlet~~ will be mailed to the household. The household will be instructed to contact the county office if additional information is needed.

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8800 Forms and Notices Supplied at Certification

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8830 Notice of SNAP Certification Expiration

SNAP Manual ~~0106/01/12021~~

Each household certified for twelve (12) months or less must receive ~~an a~~ Application for Recertification/Medicaid Review, Notice of Expiration ~~recertification application—SNAP (DCO-268)~~ before the first day of the last month of the household's certification period. ~~DCO-268s~~ The recertification application ~~are~~ is generated around the third workday of the month for all households expiring the following month. The date by which the household must reapply to ~~insure~~ ensure uninterrupted receipt of benefits and the date for the household's interview appear on the recertification application ~~DCO-268~~. A recertification application ~~DCO-268~~ will be manually issued at the time an initial application is approved, ~~z~~ if the household is being assigned a one (1) or two (2) month certification period. A recertification application ~~DCO-268~~ will also be issued manually if the household is being certified for three (3) or more months, ~~z~~ but one (1) or more months of the certification period is retroactive, ~~z~~ and the recertification application ~~DCO-268s~~ ~~have~~ has already been generated for the month in which the certification period expires.

See SNAP 10210 for information on completing the Application for Recertification/Medicaid Review, Notice of Expiration ~~DCO-268~~.

~~For households certified for more than 12 months, a SNAP/MSP Annual Review (DCO-811) must be received before the first day of the last month of the household's certification period. DCO-811s are generated on the 11th of the month for all households expiring the following month. The date the annual review is due to be returned for recertification will appear on the DCO-811. The SNAP/MSP Annual Review (DCO-811) will be used for recertifications as well as 12-month reviews for households that have been certified for more than 12 months.~~

~~ The DCO-811 is not to be used as an initial application as it does not capture sufficient information to serve as an initial application.~~

~~See SNAP 11000 for instructions on completing the DCO-811.~~

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8900 Special Procedures at Initial Application

8981 Processing Application when Child Abuse has occurred

8900 Special Procedures at Initial Application

SNAP Manual 006/01/121/01/2021

8920 Processing Joint SSI/-SNAP Applications

Supplemental Nutrition Assistance Program (SNAP) households composed only of Supplemental Security Income (SSI) applicants ~~and~~/or recipients may apply for SNAP benefits at Social Security Administration (SSA) offices. SSA will accept the application for SNAP, obtain verification, and forward the application with an approved transmittal, and any other appropriate documents to the county office. The county office will screen the application for Elderly Simplified Application Project (ESAP) eligibility.

The county office will determine eligibility and will determine the SNAP benefit amount, if the household is eligible. The county office will send the household an approval or denial notice. If the household is found to be eligible, the notification will specify the SNAP benefit amount and the certification period.

8930 Social Security Administration (SSA) Responsibilities

SNAP Manual 0106/01/121/01/2021

1. Advising Supplemental Security Income (SSI) Households of Joint SSI/SNAP Processing
When a member of a household composed entirely of SSI recipients transacts business at a ~~social security~~Social Security office, the individual will be advised that he or she has a right to apply for Supplemental Nutrition Assistance Program (SNAP) benefits at the local ~~social security~~Social Security office, through Access Arkansas, or at the Department of Human Services (DHS) county office.
2. Accepting SNAP Applications
If the household chooses to ~~apply submit an application~~ for SNAP benefits at the Social Security Administration Office (SSA), the SSA is required to accept the application.
3. Forwarding SNAP Applications
Applications for SNAP benefits accepted by SSA must be forwarded to the appropriate DHS county office within one (1) working day along with the transmittal and verification supplied by the household.
4. Referring Other Households to the Appropriate DHS County Office
If ~~not~~not all members of the household are SSI recipients, the SSA office will offer the household a SNAP ~~application form~~application and will refer the household to the appropriate DHS office and Access Arkansas.
5. Providing Other Information

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8900 Special Procedures at Initial Application

8981 Processing Application when Child Abuse has occurred

An informational pamphlet will be provided to households who have applied for SNAP benefits through SSA. The pamphlet will inform the household of the address and telephone number of the appropriate DHS county office and the remaining actions to be taken in the application process.

6. Screening Applications for Expedited Services and Elderly Simplified Application Project (ESAP)

The ~~SSA Social Security office~~ will screen all applications for SNAP benefits to determine if the household is entitled to expedited services. If the household is entitled to expedited services, SSA will ~~so~~ indicate that on page one (1) of the SNAP application ~~form~~. The SSA worker will advise the household that the time required to complete its application may be reduced if the household delivers the application to the local DHS county office. If the household submits the application to the local DHS County Office, the application will be screened to determine if the household is eligible for ESAP.

7. Completing Telephone Interviews if Necessary

If the SSA takes an SSI application by phone, a SNAP ~~application form~~ application will be completed at the same time, mailed to the household for signature, and returned to the SSA office. The application will then be forwarded to the DHS county office.

When an SSI recipient's eligibility for SSI is redetermined by mail, the SSA will enclose a notice with the SSI application. The notice will advise the SSI household of the right to file an application for SNAP benefits at the ~~SSA Social Security Office~~. The notice will also advise the household that out-of-office interviews are available if the household cannot go to the office or appoint an authorized representative.

8. Completing Verification

~~Social Security~~ SSA must request the following verification:

- Gross income
- Alien status
- Utility expenses; if the expenses are higher than the utility standard
- Information relating to dependent care, household composition, or non-liquid resources if information about these items is inaccurate, incomplete, inconsistent, or outdated.

If the applicant has verification of these items at the time of the interview, SSA will provide copies of the verification to the local DHS county office. ~~{SSA may also indicate on the transmittal that verification is being retained in the SSA files.}~~ If the applying household does not

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have the required verification at the time of the SSA interview, the SSA representative must advise the household of the verification needed. The local DHS county office must contact the household to obtain this verification.

8940 DHS Responsibilities

SNAP Manual ~~0102/01/992021~~

1. Register Applications for Supplemental Nutrition Assistance Program (SNAP) Benefits Forwarded by the Social Security Administration (SSA)
For households not entitled to expedited services, the date of application will be the date the application was received by SSA. For expedited applications, the date of application will be the date the application was received in the Department of Human Services (DHS) county office.
2. Process Applications for SNAP Benefits Forwarded by the SSA
See ~~SNAP 8500~~ SNAP 8500-8530-8530 for an explanation of the processing periods for initial applications. See ~~SNAP 9400~~ SNAP 9400-9600-9600 for an explanation of the processing periods and special procedures for expedited applications.
3. Obtain All Needed Verification
Social Security will attempt to obtain needed verification; however, DHS must obtain any verification not provided by the SSA. All further contact with the household to obtain needed verification will be made by telephone, letter, or scheduled home visit. Another interview will not be scheduled to complete the verification requirements. For households eligible to participate in the Elderly Simplified Application Project (ESAP), the eligibility worker will collect all needed verification.
4. Work Register Household Members as Necessary
Work registration requirements will be waived on all household members applying for Supplemental Security Income (SSI), until the member is determined eligible for SSI and becomes exempt on that basis, or the member is determined ineligible for SSI. When a member is determined ineligible, the normal work registration requirements will apply.

See SNAP 3000 for the work registration requirements.

If a household member is denied for SSI but continues to claim that he or she is not able to work, a statement will be requested from a health care professional unless the disability is obvious. ~~(When the disability is obvious, the nature of the disability and the anticipated length of the disability must be documented in the case record.)~~ The statement must support the member's contention that he or she is unable to work due

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- to a physical or mental impairment and must state if, or when, ~~it is anticipated that~~ he or she may be able to return to work.
5. Assign the Proper Period of Certification
See ~~SNAP 8710~~SNAP 8710-8720 for information about the proper period of certification.
Certification periods will be shortened if a household member's application for SSI is denied and the household's eligibility or SNAP benefit amount may be affected. See ~~SNAP 11320~~SNAP 11320 for instructions on shortening periods of certification.
 6. Develop Proper Controls
Each county office must determine if any member of a household applying through the SSA is already participating in the ~~Supplemental Nutrition Assistance Program~~SNAP.

8945 The Prerelease Program

SNAP Manual ~~0102/01/99~~2021

Any resident of a public institution who applies for Supplemental Security Income (SSI) prior to their release from the institution under the Social Security Administration's (SSA) Prerelease Program may apply for Supplemental Nutrition Assistance Program (SNAP) benefits at the same time.

The Social Security Administration (SSA) will accept applications from participants in the Prerelease Program who apply for SSI and wish to make an application for SNAP benefits at the same time. Applications for SNAP benefits will be accepted only if the individual will not be residing in a boarding house or another institution.

The SSA Representative will complete a SNAP application ~~form~~. The prerelease applicant must sign the application. The word "PRERELEASE" will be written, in red, across the top of the first page of the application. The application and an SSA Transmittal (~~SSA-4233~~) will be mailed to the Department of Human Services (DHS) Office in the county~~county office~~ in which the applicant expects to live after his or her release from the institution.

The SSA will advise the county via SSA Transmittal ~~SSA-4233~~ when the applicant's SSI application is either approved or denied. The SSA will also provide the following information to the appropriate county:

- The date of release as provided by the institution to SSA
- Any delays in the date of release and the reason for the delay as provided by the institution to SSA

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- Any changes in the applicant's address, as when the -e.g., applicant moves to an address other than the one reported on the original application

8946 Processing Applications From Prerelease Participants

SNAP Manual 0102/01/992021

When an application for Supplemental Nutrition Assistance Program (SNAP) benefits labeled "PRERELEASE" ~~and is~~ accompanied by a Social Security Administration (SSA) Transmittal ~~an SSA Transmittal SSA 4423 that~~ is received in the county office, the application will be held in an accessible location until ~~the SSA~~ notifies the county of the applicant's date of release. After the county receives an SSA Transmittal -4233 giving the applicant's date of release, the application will be screened as instructed in SNAP 9300 to determine if the household is entitled to expedited services or for Elderly Simplified Application Project (ESAP) eligibility. The application will be registered as instructed in SNAP 8710. The date of application will be the date the applicant was released from the institution.

The application will be processed under the normal processing standards specified in SNAP 8500, unless the household is entitled to expedited service. Expedited prerelease applications from eligible households must be processed and keyed no later than the first working day following the day the county received notice from the SSA of the applicant's release from the institution.

When determining a prerelease applicant's eligibility to expedited service, the worker must check to see if the applicant is now receiving Supplemental Security Income (SSI) benefits. The county will not conduct another interview with the prerelease applicant. However, the applicant will be expected to provide verification of any information not verified through SSA. ~~(See SNAP 9441 for the verification standards for expedited applications. If verification of identify identity is needed for expedited prerelease applicants, SSA may be able to provide this verification by telephone or by fax.)~~ See the Glossary glossary definition of "VerificationVerification" for the verification standards for other applications.

Prerelease applicants will not be work registered unless the applicant's SSI claim has been denied because the applicant was not found to be disabled. However, any other household members will be work registered unless they meet one (1) of the exemptions in SNAP 3210 SNAP 3210-3290-3290.

When a prerelease application is submitted for an applicant who will be moving into a household that is already participating in the Supplemental Nutrition Assistance Program SNAP, this household will be contacted. The ~~caseworker~~eligibility worker will establish the applicant's

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status as a separate household using [SNAP 1630-1632.1](#). ~~1632.1~~ If the applicant establishes a separate household, the application will be processed. Any applicant who does not establish a separate household will be added to the household under the provisions in [SNAP 11430-11436](#). ~~11436~~ The change will be considered reported when the SSA [Transmittal-4233](#) stating the applicant's date of release is received by the county. The application will be denied if registration has occurred. Documentation of all circumstances surrounding this action must appear in the case file.

8950 Q-A-Quality Assurance Reviews on Applications Taken by SSA

SNAP Manual [0102/01/992021](#)

Errors made by [the Social Security Administration \(SSA\)](#) during the application process will not be considered quality assurance errors. However, any under issuances of [Supplemental Nutrition Assistance Program \(SNAP\)](#) benefits resulting from an error by SSA will be corrected through restoration. See [the restoration procedures in SNAP 13300](#).

8960 Potentially Categorically Eligible Households

SNAP Manual [0121/01/20210](#)

See [SNAP 1920](#) for a definition of a categorically eligible household.

Households in which all members have made application for [Supplemental Security Income \(SSI\)](#) or in which at least one (1) member has applied for [Transitional Employment Assistance \(TEA\)](#) cash assistance, are considered ~~to be~~ potentially categorically eligible.

Potentially categorically eligible households entitled to expedited services as specified in [SNAP 9200](#) will be processed as instructed in ~~the SNAP 9000 on~~ of this manual.

8961 Eligible Households

SNAP Manual [0102/01/992021](#)

If a household that is potentially categorically eligible is also eligible based on all normal requirements, no special provisions will apply. When the application is approved, the approval notice will specify that the household must report to the county if the [Supplemental Security Income \(SSI\)](#) ~~and/or~~ [Transitional Employment Assistance \(TEA\)](#) case assistance application is approved.

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8962 Ineligible Households

SNAP Manual ~~0112/01/20210~~

If a potentially categorically eligible household is ineligible based on residency, the Social Security number (SSN) requirements, resources, or income (gross or net) requirements, the application must be denied at the time ineligibility is determined. If the application is properly coded as a potentially categorically eligible household, the denial notice automatically generates ~~ed~~ to the household and will state that the household may be categorically eligible if the Supplemental Security Income (SSI) or Transitional Employment Assistance (TEA) application is approved.

If the pending application for SSI ~~and/or~~ TEA benefits is approved and the household becomes categorically eligible, the original Supplemental Nutrition Assistance Program (SNAP) application will be reinstated. SNAP benefits will be provided from the date of the original application or the date on which the TEA or SSI application was approved for payment of benefits, whichever is later. The SSI ~~and/or~~ TEA benefit will be added to the household's budget for the month in which the benefits were approved.

When the SNAP portion of a joint SNAP and TEA application is denied, ~~but and then~~ the ~~(TEA)~~ application is later approved, the ~~caseworker~~ eligibility worker will be responsible for reinstating the SNAP application and determining the amount of benefits the categorically eligible household will receive. See SNAP 8641.

If the household has not yet received ~~the~~ SSI ~~and/or~~ TEA benefits, the benefits will be added to the budget in the month of anticipated receipt. If there were changes in the household's circumstances after the SNAP application was denied, these changes will be considered taken into account when ~~the~~ SNAP benefit amount is calculated.

8970 Joint SNAP and TEA Applications

SNAP Manual ~~0106/01/12021~~

No household will be required to apply for Transitional Employment Assistance (TEA) or Medicaid benefits in order to apply for Supplemental Nutrition Assistance Program (SNAP) benefits. TEA or Medicaid applicants that do not wish to receive SNAP benefits will not be required to apply for SNAP benefits.

The verification guidelines specified in the glossary, definition of "Verification" will apply to SNAP applications, ~~as outlined in –(See SNAP 9441. #~~Information verified for the TEA application that is relevant to SNAP eligibility will be used in processing the SNAP application,

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and the household will not be asked to re-verify this information under ~~Supplemental Nutrition Assistance Program~~ SNAP rules.

If a household has met all ~~Supplemental Nutrition Assistance Program~~ SNAP requirements, but information is still needed to process the TEA application, the SNAP application will be approved immediately. See ~~SNAP 8500 for an explanation of the normal processing standards for SNAP applications~~. If a household is entitled to receive SNAP benefits under the expedited processing guidelines, the SNAP application will be processed under these guidelines. See ~~SNAP 9100 for additional information~~.

No household will have its application for SNAP benefits denied solely because an application for TEA ~~and/or~~ Medicaid is denied. There must be a separate determination that the household failed to satisfy a SNAP eligibility rule. No household will be required to file a new application for SNAP benefits solely because a TEA or Medicaid application is denied.

If a ~~Department of Human Services (DHS)~~ county office is working to divert a household from the receipt of ~~TEA~~ cash assistance, the ~~caseworker~~ ~~eligibility worker~~ must make clear to the household that ~~the application~~ requirements ~~of applying~~ for cash assistance do not apply to the receipt of SNAP benefits. If a SNAP application has been submitted, the household will be encouraged to carry through with this application. The worker must also advise the applicant that households may continue to receive SNAP benefits, even if the TEA cash assistance case is closed because the ~~case head~~ ~~case head~~ began working or because the household has reached its time limits.

When the SNAP part of a joint application is denied under ~~Supplemental Nutrition Assistance Program~~ SNAP rules and the TEA application is subsequently approved, the household becomes categorically eligible. In that case, the household's SNAP application may be reinstated. See ~~SNAP 8962 for instructions~~.

8971 Scheduling Joint SNAP and TEA Interviews

SNAP Manual ~~0106/01/12021~~

When a household makes a joint application or submits two ~~(2)~~ applications at the same time, one ~~(1)~~ for ~~Supplemental Nutrition Assistance Program (SNAP)~~ benefits, and one ~~(1)~~ for ~~Transitional Employment Assistance (TEA)~~ cash assistance, the agency will conduct a joint interview. If a joint interview is not conducted, the household should not be required to return on another day or at another time to be interviewed for SNAP benefits. Unless the household requests the delay in interview, the SNAP interview is not to be held on a day ~~later~~ than the TEA interview.

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8972 Processing Joint SNAP and TEA Applications

SNAP Manual ~~0112/01/20210~~

Once the interview ~~(or interviews)~~ has been conducted, the county may opt to have one (1) worker determine eligibility for all programs, or to have different workers determine eligibility for each program. If different workers are used to determine eligibility for different programs, the county office must develop a plan to ~~insure-ensure~~ that workers work as a team so that the household is not asked to provide duplicate verification.

8980 Processing Applications When Child Abuse Has Occurred

SNAP Manual ~~0102/01/992021~~

When a report of child abuse is substantiated, the Division of Children and Family Services (DCFS) must take immediate action to protect the child. When sexual abuse or life-threatening physical abuse is involved, the perpetrator of the abuse may be removed from the home creating a serious hardship for the family.

To ease this hardship, special consideration will be given to households in which:

- There is a substantiated report of serious abuse (physical or sexual); and
- The perpetrator is the primary wage earner ~~where~~ (no formal determination of primary wage earner status is necessary); and
- The perpetrator is out of the home by court order, incarceration, or voluntarily.

~~{DCFS}~~ or other authorities may identify such households. The county office may also identify such households during the application process.

If such households are entitled to expedited processing as specified in SNAP 9200, the application will be handled ~~in accordance with to~~ the expedited processing standards contained in ~~SNAP 9400 – SNAP 9400-9446~~. If households are not entitled to expedited processing, the county office will schedule the household's interview ~~in accordance with to~~ the expedited procedures; ~~however~~ However, the household will be subject to all ~~normal~~ regular verification requirements. ~~{These requirements are summarized in a table in the~~ Glossary-glossary under the definition of "Verification."~~}~~

Due to the household's special circumstances, the worker will assist the household, whenever possible, ~~into~~ obtaining any information ~~and/or~~ verification required to complete the application.

8981 Mandated Reporting

SNAP Manual 01/01/2021

Employees of the Department of Human Services (DHS) are mandated reporters.

A mandated reporter is a person who, because of his or her profession, is legally required to report any suspicion of child abuse or neglect to the Child Abuse Hotline (1-800-482-5964). These laws are in place to prevent children from being abused, and to end any possible abuse or neglect as early as possible.

Act 530 of 2019, *An Act Concerning School Safety*, expands mandatory reporting to include the requirement to report when there is a serious and imminent threat to the public based on threats of school violence.

If the threat of violence to a school has been communicated to a mandated reporter, he or she must notify law enforcement immediately.

If it is determined that an employee was aware of child abuse, or of a person who could be an imminent danger to a school, and the employee failed to report, the employee could be held liable by DHS and held criminally liable in a court of law.

8981 Processing Applications When Child Abuse has Occurred

SNAP Manual XX/XX/XX

When a report of child abuse is substantiated, the Division of Children and Family Services (DCFS) must take immediate action to protect the child. When sexual abuse or life-threatening physical abuse is involved, the perpetrator of the abuse may be removed from the home creating a serious hardship for the family.

To ease this hardship, special consideration will be given to households in which:

There is a substantiated report of serious abuse (physical or sexual); and

The perpetrator is the primary wage earner - (no formal determination of primary wage earner status is necessary); and

The perpetrator is out of the home by court order, incarceration, or voluntarily.

DCFS or other authorities may identify such households. The county office may also identify such households during the application process.

If such households are entitled to expedite processing as specified in SNAP 9200, the application will be handled according to the expedited processing standards contained in SNAP 9400 - 9446. If such households are not entitled to expedited processing, the county office will schedule the household's interview according to expedited procedures. However, the household will be subject to all regular verification requirements. These requirements are summarized in a table in the Glossary under the definition of "Verification."

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8900 Special Procedures at Initial Application

8981 Processing Application when Child Abuse has occurred

Due to the household's special circumstances, the worker will assist the household, whenever possible, in obtaining any information and/or verification required to complete the application.

Mark-Up

SNAP CERTIFICATION MANUAL – SECTION 10000

10100 Recertification – Summary

10110 Regular Households

10100 Recertification – Summary

SNAP Manual ~~0018/01/12021~~

When an eligible household applies for continued participation in the Supplemental Nutrition Assistance Program (SNAP) within thirty (30) calendar days of the last day of the month in which the household's certification period expired, the application is classified as a recertification.

~~————— A household's certification period expires in September. If the household submits another Supplemental Nutrition Assistance Program Application before October 30, the application will be classified as an application for recertification.~~

10110 Regular Households

SNAP Manual ~~0108/01/12021~~

Regular households will complete the ~~Application for Recertification/Medicaid Review, Notice of Expiration-SNAP Program (DCO-268)~~recertification application to apply for continued participation in the Supplemental Nutrition Assistance Program (SNAP).

~~When the recertification application is received by the county office, a caseworker will review the information sent by the household and take the necessary action to process the application. A caseworker~~ A eligibility worker will review the information provided with the application and request additional information if not supplied by the household – e.g., if income verification was not available through *The Work Number*, the worker will send an earned income verification statement to the household. A *Notice of Recertification Appointment (DCO-286)* will be attached if additional information is needed and a BRM envelope will be supplied for the household to return information.

~~An caseworker~~eligibility worker will conduct an interview, ~~by~~ by telephone, ~~or~~ or face-to-face, ~~or~~ or virtually. During the interview, the eligibility worker will ~~request~~ requests any additional information needed to complete the application.

If the household does not appear for an appointment or is not available at the appointed time for the telephone interview, the ~~eligibility~~case worker will issue a *Notice of Missed Appointment (DCO-269)* to the household. If the household does not request another appointment for an interview, the application for recertification will be denied.

SNAP CERTIFICATION MANUAL – SECTION 10000

10100 Recertification – Summary

10120 Extended Certification Periods-24-or 36-Months36- Month Certification Periods –(ESAP)Elderly Simplified Application

If the household is interviewed, the worker either will determine eligibility or ~~will~~ request additional information, *Request for Information* ~~(DCO-191)~~.

~~A DCO-268 will be accepted by the county office as a valid application whenever it is submitted. However, unless the application is filed by the end of the month following the last month of certification, a face-to-face interview must be scheduled rather than a telephone interview.~~

10120 Extended Certification Periods-24-or 36-Months36- Month Certification Periods –(ESAP)Elderly Simplified Application Project (ESAP)

SNAP Manual 01/01/202108/01/12

The recertification process begins when a system-generated packet containing an application for recertification and the notice of expiration ~~is~~are mailed directly to the household. The recertification packet will also supply the household with information about their rights and responsibilities and will contain a list of information the household should submit with the application. If the household wishes to reapply, an application must be submitted to the Department of Human Services (DHS) agency.

Households assigned an extended certification ~~that will~~ completes the a Supplemental Nutrition Assistance Program/Medicare Savings Program Annual Review (SNAP/MSP DCO-811)recertification application to recertify for SNAP. These households are not required to be interviewed in order to determine continued participation in the Supplement Nutrition Assistance Program (SNAP) with the following exceptions:

- The household requests an interview;
- The recertification appears to be a denial; or,
- The county has outstanding issues or questions regarding the request for recertification.

~~The application may not be denied for recertification without contacting the household. All scheduling attempts must be documented in the ANSWER narrative.~~

When the DCO-811recertification application is received by the agency, an caseworkereligibility worker will review the information sent by the household and take the necessary action to process the application.

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10200 Receipt of a Notice of Expiration

10130 Applications for Recertification Filed at SSA Office

A telephone, virtual, or face-to-face interview is not required for households certified longer than twelve (12) months unless requested. During the interview, the caseeligibility worker will review the application with the household.

The application may not be denied for recertification without contacting the household. All scheduled attempts must be documented in the eligibility system narrative.

10130 Applications for Recertification Filed at SSA Office

SNAP MANUAL 01/01/2021/01/2

Households in which all members receive or have applied for Supplemental Security Income (SSI) may apply for recertification at the Social Security Administration (SSA) office. See SNAP 8920. These applications will be forwarded to the correct county office as instructed in SNAP 8930. Application processing must occur in accordance with SNAP 10600 - 10630 if the application was timely submitted to the SSA office. Untimely submitted applications will be processed in accordance with SNAP 10700. These households have the option of applying for SNAP benefits at the SSA office, but it is not a requirement.

10200 Receipt of a Notice of Expiration

SNAP MANUAL 0108/01/12021

All currently currently certified households, including PA and households certified households certified households, including households certified longer than twelve (12) months longer than for 12thirty six (36) months will be issued a recertification packet so that the packet will be received by the household during the next-to-last month in the household's certification period.

Households certified for one (1) month or for two (2) months must be manually provided with a recertification packet at the time of certification in the second month of the application processing period. The packet will be accompanied by a DCO-268 recertification application for scheduling the household's next telephone, virtual, or face-to-face interview.

SNAP CERTIFICATION MANUAL – SECTION 10000

10200 Receipt of a Notice of Expiration

10210 Contents of the Notice of Expiration/Application for Recertification

To assist an expedited household in reapplying for continued Supplemental Nutrition Assistance Program (SNAP) benefits, the ~~case~~eligibility worker ~~may~~must explain the recertification process and schedule the recertification appointment with the household during the initial interview. This is not a requirement but can aid in preventing no-show appointments.

10210 Contents of the Notice of Expiration/Application for Recertification

SNAP MANUAL ~~0108/01/12021~~

The recertification packet will provide the following information:

- The budget unit ID number.
- The date the current certification period ends.
- The name of the head of household and the household's address.
- The address of the office where the application must be filed.
- A statement explaining that in order to receive uninterrupted benefits the household must return the application by the specified date, participate in any scheduled interviews ~~(telephone or face-to-face)~~if required, complete the processing steps, and ~~must~~ provide all required verification.
- An explanation that the household may submit the recertification application by mail, in person or electronically via a fax machine, ~~(recertification~~Recertification applications are not available through Access Arkansas).
- A statement of the household's right to have an application accepted ~~as long as~~if it is signed and contains a legible name and address.
- An explanation of the interview requirement and the household's option to request a face-to-face interview instead of a telephone interview ~~for regular households~~.
- An explanation of the consequences of failure to comply with the notice of expiration.
- An explanation of the household's right to request an administrative hearing.

The recertification packet is system-generated on the fifteenth day of the month prior to the last month of certification and is mailed directly to the household ~~from the Central Office~~ on the sixteenth day.

The following information will be printed on the recertification application:

- Casehead name and budget unit ID number
- Household's address

SNAP CERTIFICATION MANUAL – SECTION 10000

10200 Receipt of a Notice of Expiration

10210 Contents of the Notice of Expiration/Application for Recertification

- County office name, address, and telephone number
- The date eligibility ends, {the last day of the last month of the certification period}
- Due date, {the first day of the last month of the certification period}

All contents of the recertification application and explanation of rights and responsibilities will be available online. See SNAP – 10900.

- The Date by which the household must timely reapply (15th of the month)

All contents of the recertification packet DCO-268 or DCO-811 (See SNAP 10900) and explanation of rights and responsibilities) will be available on DHS SHARE.

A recertification packet must be manually prepared and issued to the household when:

- The household is certified for one (1) month or for two (2) months; for example, expedite-expedited households, in the second month of the application period; or,
- When the household is certified for two (2) or four (4) months and the date of certification occurs too late for a recertification packet to be automatically generated for the household; or
- When there is a change of address processed after extract date.

Any manually prepared All recertification packets must contain the same information as a system-generated no matter how the packet is prepared-recertification packet (manually or system generated), including a DCO-268 recertification application, and an explanation of rights and responsibilities. Along with the recertification packet, Households-households certified for one (1) or two (2) months, and given a manually prepared recertification packet will also be issued a Notice of SNAP Recertification Appointment (DCO-286) scheduling to schedule a date and time for a telephone, virtual, or face to face interview, with the recertification packet. (See SNAP 10510).

Issuance of the Notice of Expiration

Length of Certification Period	When Notice Should Be Issued
One Month	At Time of Certification
Two Months	At Time of Certification
Longer Than Two Months	During the Next to Last Month of Certification Period

SNAP CERTIFICATION MANUAL – SECTION 10000

10300 Timely Submission of an Application for Recertification

10310 Uninterrupted Benefits

10300 Timely Submission of an Application for Recertification

SNAP MANUAL ~~0108/01/12021~~

For households certified for one (1) month or for two (2) months, an application must be filed within fifteen (15) days of the date the recertification packet is manually issued to be considered timely. See SNAP 10210 for instructions.

For households certified for four (4) or twelve (12) months, a ~~DCO-268 or DCO-811 (See)~~recertification application submitted by the ~~15th-fifteenth~~ day of the last month of certification is timely filed.

Timely Reapplication

Length of Certification Period	Last Day to Timely Reapply
One Month	15 days after recertification packet was issued.
Two Months	15 days after recertification packet was issued.
Longer Than Two Months	The 15th day of the last month in the certification period.

10310 Uninterrupted Benefits

SNAP MANUAL ~~0108/01/12021~~

An eligible household that submits a timely ~~DCO-268 or DCO-811~~recertification application is entitled to uninterrupted benefits. A timely filed recertification application ~~DCO-268 or DCO-811~~ must be approved or denied by the end of the household's current certification period. If a timely ~~recertification application DCO-268 or DCO-811~~ is approved, the Supplemental Nutrition Assistance Program (SNAP) benefit for the first month of the new certification period must be received ~~at according to the normal timeregular issuance schedule~~.

10400 Untimely Submission of an Application for Recertification

SNAP MANUAL ~~0108~~/01/~~12021~~

~~An Application for Recertification/MEDICAID Review, Notice of Expiration-SNAP Program (DCO-268) or SNAP/MSP Annual Review (DCO-811)~~A recertification application received after the household's deadline to timely file, but within thirty (30) days of the last day of the month in which the household's certification period expired, is classified as an untimely application. A household submitting an untimely recertification form loses the right to uninterrupted benefits.

Supplemental Nutrition Assistance Program (SNAP) benefits for the first month of the certification period will not be prorated if the household applies before the end of its current certification period and there are no delays in the processing of the application. Benefits will be prorated for eligible households that reapply after their certification period expires, even though the application is classified as a recertification.

SNAP CERTIFICATION MANUAL – SECTION 10000

10500 The Recertification Interview

10510 Scheduling Recertification Interviews

10500 The Recertification Interview

SNAP MANUAL ~~0108/01/12021~~

Households that submit a timely recertification application ~~Application for Recertification/MEDICAID Review, Notice of Expiration-SNAP Program (DCO-268)~~ must be interviewed before the end of their current certification period. No appointment for an interview will be scheduled until a household's recertification application is received in the county office. Households that submit a recertification application will be scheduled a telephone interview; unless the household requests a face-to-face or virtual interview, or the household does not have a telephone.

~~Households certified for one or two months will be given a manually prepared DCO-268 with showing a scheduled date and time for the interview at the time the DCO-268 is prepared. Expedited households must receive an appointment for an interview before the recertification application is received in the county office.~~

10510 Scheduling Recertification Interviews

SNAP MANUAL ~~0106/01/20211~~

~~returns a DCO-268, the~~ The household will be mailed or handed a *Notice of Recertification Appointment (DCO-286) scheduling to schedule an appointment for a telephone or face-to-face interview, no later than the end of the first workday following the day that a household returns a recertification application.*

Households certified for one (1) or two (2) months and given a manually prepared recertification packet as instructed in SNAP 10210 will be manually given a Notice of Recertification Appointment DCO-286 to schedule scheduling a date and time for a telephone, virtual, or face-to-face interview.

~~There is no mandated method for scheduling telephone or face-to-face interviews; however, each county office must develop a defined method of scheduling interviews.~~

As part of the scheduling process, the county office will evaluate the information provided by the applicant to determine if all required information was submitted with the ~~DCO-268~~ recertification application. If the applicant has not submitted required verification with the application, ~~a an caseworker~~ eligibility worker will complete the Notice of Recertification

SNAP CERTIFICATION MANUAL – SECTION 10000

10500 The Recertification Interview

10511 Conducting Recertification Interviews

~~Appointment DCO-286~~ indicating the appointment date and time and the specific information that the household needs to supply.

10511 Conducting Recertification Interviews

SNAP MANUAL ~~0107/01/20216~~

On the day of the scheduled telephone interview, ~~a~~ an caseeligibility worker will attempt to reach the household by telephone at the designated interview time. If no one answers the telephone or if there is a busy signal, an caseeligibility worker will attempt to contact the household two (2) more times within the time allowed for the interview. ~~For example, if the county had allotted the time from 1:00 p.m. to 1:30 p.m., the worker will, at a minimum, attempt to contact the household three times within that thirty minute period. The county may make additional attempts to reach the household although this is not required.~~

If an automated message indicates that the telephone has been disconnected or is out-of-order, additional attempts are not required. If someone answers the telephone but indicates that the household member needed to conduct the interview is not available during the scheduled interview time ~~allowed~~, the caseeligibility worker will send a *Notice of Missed Appointment (DCO-269)*.

All attempts to reach the household will be documented in the ANSWER eligibility system narrative tab.

Telephone interviews may be conducted with the case-head, spouse, ~~and other~~ any responsible household member, or an authorized representative. The household, not the caseeligibility worker, will designate the individual to be interviewed.

Telephone interviews must not be conducted in areas where individuals other than Department of Human Services (DHS) employees can hear the interviews.

~~Prior to the interview, the caseworker must have the household's DCO-268 and electronic case record. The caseworker must have the household's case open in ANSWER so that information can be updated as the interview is conducted.~~

The interview will consist of:

- ~~An~~ introduction, including the caseeligibility worker's name, location, and an explanation of the reason for the interview (such as ~~—e.g., to~~ determine if ~~your~~ the household remains eligible to participate in the Supplemental Nutrition Assistance Program (SNAP), ~~and/or~~ to receive a Medicaid an Electronic Benefit Transfer (EBT) card).

SNAP CERTIFICATION MANUAL – SECTION 10000

10500 The Recertification Interview

10520 Failure to Participate in Scheduled Interview

- A brief explanation of the information provided with the ~~DCO-268~~ recertification application, including the household's rights and their ~~responsibility~~ responsibilities to report changes.
- A review of the information provided on the recertification application-DCO-268. If the worker adds information to the application based on the household's responses to questions posed during the interview, any additional information discussed during the interview will be narrated in the ANSWEReligibility system.
- If the household needs to provide additional information before the ~~DCO-268~~ recertification application can be processed, the worker will orally explain to the household the information that is needed, how the household can supply the needed information, and the date by which this information must be supplied. A *Request for Information (DCO-191)* will be manually issued to the household.
- The household will be asked if they need another *Change Report Form (DCO-234)*. If the household indicates that another form is needed, a ~~DCO-234A, (Reporting Requirements Addendum)~~ will be mailed to the household, ~~with a BRM envelope~~ if the application is approved. (See SNAP 10820 (for additional information about detailing required forms and notices that may be required).)
- If the application is approved or denied during the application interview, the ~~case~~ eligibility worker will verbally provide an explanation of the action taken. An approval or denial notice will be issued. If the application is approved, the household's change reporting requirement will be explained.

The use of a telephone interview must ~~in no way~~ affect the length of the household's certification period. See SNAP 8710 (for instructions on assigning certification periods).

10520 Failure to Participate in Scheduled Interview

SNAP MANUAL 0103/016/20219

If a household timely files an application, an appointment will be scheduled. See SNAP 10510. If a telephone interview is scheduled, but the household fails to complete the interview process, or fails to appear for a scheduled face-to-face or virtual interview, the application will not be denied at the time of the missed interview.

See SNAP 10610 ~~(for the explaining the~~ processing standards for timely filed applications submitted by households certified for one (1) or two (2) months).

See SNAP 10620 (for the explaining processing standards for other timely-filed applications for recertification).

SNAP CERTIFICATION MANUAL – SECTION 10000

10500 The Recertification Interview

10530 Out-of-Office Interviews

See SNAP 10700 ~~(for the explaining~~ processing standards for untimely filed applications).

Failure to participate in a scheduled telephone interview will include:

- Failure to answer the telephone at the appointment time and subsequent attempts;
- Automated message that indicates that the telephone has been disconnected; or
- Automated message that indicates that the telephone is out of order.

A *Notice of Missed Appointment* (DCO-269) will be mailed to the household, if the household fails to participate in the ~~telephone or face-to-face~~ interview, regardless of whether the household requests another appointment.

At recertification, the *Notice of Missed Appointment* must inform the applicant that the household missed the scheduled interview, and that the household is responsible for contacting the local office to reschedule the interview. The notice should be sent as soon as possible after the appointment is missed ~~but must at a minimum be sent with the notice of denial.~~

Another interview will be scheduled upon the household's request. If the rescheduled interview is conducted, but additional information is needed, it may be necessary to extend the application processing period by up to ten (10) days to allow the household adequate time to provide the information. See ~~SNAP 10630~~SNAP 10630. To allow households time to request a second interview, all telephone and face-to-face interviews for recertification should be scheduled as early in the month as possible. ~~If another interview is not requested, the application will be denied on the last day of the household's current certification period or the first workday following the last day of the certification period.~~

~~10530 Out-of-Office Interviews~~

~~SNAP MANUAL 07/01/06XX/XX/XX~~

~~DELETED 07-01-06.~~

~~10540 Use of the Rights and Responsibilities Pamphlet~~

~~SNAP MANUAL 07/01/06XX/XX/XX~~

~~DELETED 07-01-06.~~

SNAP CERTIFICATION MANUAL – SECTION 10000

10500 The Recertification Interview

10550 Verification at Recertification

10550 Verification at Recertification

SNAP MANUAL ~~0101/01/20218~~

When either a timely or an untimely application for recertification is processed, the ~~case~~ eligibility worker must verify changes in income, if the source has changed or the amount has changed by more than twenty-five dollars (\$25.00). Previously unreported medical expenses and the total of non-recurring medical expenses that have changed by more than twenty-five dollars (\$25.00) must also be verified. The ~~case-eligibility~~ worker must verify changes in dependent care costs when the household reports a change in amount paid or a change in provider. Previously unreported dependent care costs must be verified.

Income, total medical expenses, or actual utility expenses that the household claims have changed by twenty-five dollars (\$25.00) or less need not be verified unless this information is incomplete, inaccurate, inconsistent, or outdated. ~~(See the Glossary definition of for an explanation of these terms.)~~

Alien status and residency will be verified, if there has been a change. For example, if an ineligible alien claimed qualified status, that member would be required to furnish verification of his or her Social Security number (SSN). ~~SSN in compliance with See SNAP 2200.~~ Unchanged information will not be verified, unless the reported information is incomplete, inaccurate, inconsistent, or outdated as defined in the Glossary.

The ~~case-eligibility~~ worker should assist the household in obtaining such verification, if assistance is needed.

10560 Determining Eligibility

SNAP Manual ~~0109/01/202194~~

At recertification, eligibility will be determined prospectively for all households. See SNAP 7100 for full instructions on determining eligibility prospectively.

SNAP CERTIFICATION MANUAL – SECTION 10000

10600 Timely Processing of Applications for Recertification

10610 Thirty Days After Last Benefits Were Issued

10600 Timely Processing of Applications for Recertification

SNAP MANUAL ~~0108/01/12021~~

A timely filed ~~Application for Recertification/MEDICAID Review, Notice of Expiration-SNAP Program (DCO-268), or SNAP/MSP Annual Review (DCO-811, See SNAP 10900)~~ as defined in ~~SNAP 10300~~, will be processed in accordance with the standards specified in ~~SNAP 10610~~ – recertification application, as defined in SNAP 10300, will be processed in accordance with the standards specified in SNAP 10610 - 10630.

10610 Thirty Days After Last Benefits Were Issued

SNAP MANUAL ~~0107/01/20216~~

A timely filed application from a household that was certified for one (1) or two (2) months and provided with a recertification packet at the time of certification ~~(see SNAP 10200)~~ must be processed within thirty (30) days from of the date of the household's last issued Supplemental Nutrition Assistance Program (SNAP) benefits. were issued. See SNAP 10200.

Processing includes the following items:

1. Scheduling an appointment for an interview.
2. Reviewing the application and determining if the household supplied all needed information.
3. Conducting the interview.
4. Determining the household's eligibility or ineligibility. -See the glossary definition of "Verification" for the items that must be verified at recertification. ~~(If the household must supply verification, the county office eligibility worker will issue a Request for Information, DCO-191. If the household needs assistance in obtaining the needed information, the eligibility worker will provide this assistance.)~~
5. Notifying the household if it is eligible or ineligible via a Notice of Action. ~~of the county's determination that the household is eligible or ineligible.~~ ~~(In most instances cases, the Department of Human Services (DHS) system notice will be auto-generated. If a manual notice is needed, the county office eligibility worker must use a DCO-1 notice Notice of Action Form.)~~

~~A household applied on June 26th and was approved on July 23rd for June and July. The date by which the household must submit a timely reapplication is August 7th. The household submitted its DCO-268 on August 6th. The application for recertification must either be approved or denied by August 22nd.~~

SNAP CERTIFICATION MANUAL – SECTION 10000

10600 Timely Processing of Applications for Recertification

10620 By End of Current Certification Period

~~The application must not be denied before the 30th day unless the household is determined to be ineligible. The household must be given the full 30 days to provide needed information.~~

10620 By End of Current Certification Period

SNAP MANUAL ~~0108/01/12021~~

When a household timely files an application by the ~~15th-fifteenth~~ day of the last month of its certification period, the application must be approved or denied by the end of the certification period, unless the household must be allowed additional, time to provide information. See

SNAP 10630.

Processing includes the following actions:

1. Reviewing the application and determining if the household supplied all needed information.
2. Scheduling an appointment for an interview if the household has so requested.
3. Conducting the interview.
4. Determining the household's eligibility or ineligibility. See the glossary definition of "Verification" for the items that must be verified at recertification. ~~(If the household must supply verification, the county office eligibility worker will issue a Request for Information, DCO-191. If the household needs assistance in obtaining the needed information, the worker will provide this assistance.)~~
5. Notifying the household if it is eligible or ineligible via a Notice of Action. Notifying the household via Notice of Action (DCO-1), of the county's determination that the household is eligible or ineligible. An Automatically automatically system generated notice is issued at recertification for most approvals and denials.

The application must not be denied before the last day of the last month of the current certification period, unless the household has been determined to be ineligible. The household must be given at least until the close of business on the last day of the last month of the current certification period to provide needed information. If holding the application until the last day of the last month of the current certification period will not give the household ten (10) calendar days to provide the needed information, the household's application processing time must be extended by ten (10) calendar days. See SNAP 10630.

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10600 Timely Processing of Applications for Recertification

10630 Extending Processing Time to Obtain Verification

10630 Extending Processing Time to Obtain Verification

SNAP MANUAL ~~0108/01/12021~~

If the household must supply verification, the ~~case-eligibility~~ worker will issue a *Request for Verification Information* (~~DCO-191~~). A household submitting a timely filed ~~DCO-268 or DCO-811~~ recertification application will normally have until the last day of their current certification period to provide all required verification. If there is less than ten (10) calendar days between the date of the interview, ~~(including rescheduled interviews,)~~ and the end of the household's current certification period, the application processing time must be extended. For example, if a household is interviewed on June 26~~th~~ and must supply additional verification, the application processing period will be extended until July 6~~th~~, or if the ~~6th-sixth~~ occurs on a holiday or weekend, the first work day following the ~~6th~~sixth.

If the deadline for providing missing verification occurs after the end of a household's current certification period and the verification is provided by the deadline, the recertification must be completed within three (3) days of receipt of the verification. Supplemental Nutrition Assistance Program (SNAP) benefits must be issued to an eligible household no later than the ~~5th-fifth~~ day after the date the verification was supplied. The household's benefits will not be prorated.

~~————— A household timely submits its DCO-268 and is interviewed on July 26th. Verification of income is requested. The household's deadline for providing the verification is August 5th. Verification is provided August 1st. The application is approved on August 4th, and the household's SNAP benefits are available on August 5th.~~

If a household does not supply the missing verification on or before the extended deadline, the application will be denied. However, if the household submits the needed information within thirty (30) days of the last day of the end of the household's last month of certification, the application will be reinstated. ~~(see See SNAP 10650. below).~~

10650 Delays in Processing - Timely Filed Applications

SNAP MANUAL ~~0107/01/20216~~

A timely filed application from a household certified for one (1) month or two (2) months is one that was submitted within fifteen (15) days after the date that the recertification packet was issued. A timely filed application from a household certified for four (4) months or longer is one that was submitted before the ~~15th-fifteenth~~ day of the last month of the certification period.

SNAP CERTIFICATION MANUAL – SECTION 10000

10600 Timely Processing of Applications for Recertification

10651 Reinstatement of Timely Filed Applications

~~Timely filed applications must not be denied before the end of the application processing period unless the household has been determined to be ineligible. The application must be held until the end of the application processing period if the household does not provide requested verification.~~

All timely filed applications not approved or denied by the end of the household's current certification period must be assessed to determine if the household or the county office was at fault for the delay in processing. ~~SNAP 10800 provides information about determining fault when there is a delay in processing.~~

If the county office is at fault for the delay in processing a timely filed application, the household's SNAP benefits will be authorized as soon as possible. Benefits for the first month of the new certification period will not be prorated. If the household is at fault for the delay in processing, the application will be denied.

10651 Reinstatement of Timely Filed Applications

SNAP MANUAL 0107/01/20216

If a household that has submitted a timely-filed application does not complete the application process, the application will be denied. However, if the household takes the actions needed to complete the application process within thirty (30) days of the last day of the household's last certification period, the application will be reinstated ~~(or re-registered with the date the requested information was received).~~ ~~See SNAP 10800 for additional information.~~ If the application is denied and is later reinstated, but the household was unable to participate in the first month of its new certification period due to an agency-caused delay in processing, restored benefits must be provided to the household for that month.

10700 Processing Standards - Untimely Applications for Recertification

SNAP MANUAL ~~0108/01/12021~~

Any untimely filed ~~Application for Recertification/MEDICAID Review, Notice of Expiration-SNAP Program (DCO-268) or SNAP/MSP Annual Review (DCO-811)~~ recertification application will be treated as an initial application. Supplemental Nutrition Assistance Program (SNAP) benefits must be authorized within thirty (30) days of the date of application for any eligible household that submits an untimely application. If a ~~recertification~~ application ~~(DCO-268 or DCO-215)~~ is received after the household's certification period has expired, but within thirty (30) days after the end of the certification period, the application will be handled as an untimely application for recertification. ~~except that the~~ In this case, the first month's SNAP benefit amount will be prorated. ~~(Such applications will be handled under the processing standards for initial applications. See SNAP 8500-8530.)~~

Households submitting untimely applications for recertification are subject to the verification guidelines for recertification. See the glossary definition of "Verification" for an explanation of the verification requirements at recertification.

Processing includes the following actions:

1. Reviewing the application and determining if the household supplied all needed information.
2. Scheduling an appointment for an interview if ~~so~~ requested.
3. Conducting the interview.
4. Determining the household's eligibility or ineligibility. See the glossary definition of "Verification" for the items that must be verified at recertification. ~~(If the household must supply verification, the case-eligibility worker will issue a Request for Information (DCO-191). If the household needs assistance in obtaining the needed information, the eligibility worker will provide this assistance.)~~
5. Notifying the household if it is eligible or ineligible via a Notice of Action. ~~Notifying the household via a Notice of Action, that the household is eligible or ineligible.~~ (In most instances, a system notice will be auto-generated. If a manual notice is required, the case-eligibility worker must use a Notice of Action, DCO-1.)

~~A DCO-268 will be accepted as a valid application whenever it is submitted. However, unless the application is filed by the end of the month following the last month of certification, a face-to-face interview must be scheduled rather than a telephone~~

SNAP CERTIFICATION MANUAL – SECTION 10000

10700 Processing Standards - Untimely Applications for Recertification

10710 Delays in Processing - Untimely Applications

~~interview. This also applies if a household supplies a DCO-215 instead of a DCO-268 during the described time period. See [SNAP 8000](#) for instructions on processing an initial application.~~

10710 Delays in Processing - Untimely Applications

SNAP MANUAL ~~0107/01/2021~~6

~~Forms that can be used for r~~RecertificationA recertification (DCO-268, DCO-811, application or a Request for Assistance form (DCO-215) can be used for recertification. If the application or the form is received after the household's deadline to timely file, but within thirty (30) days of the last day of the end of the household's last certification period, ~~it will be~~ is classified as an untimely application. The eligibility worker must determine fault for the delay in processing at the end of the thirty (30) day application processing period.

~~Untimely filed applications have the same processing standards as those for initial applications. See [SNAP 8500](#). The worker must determine fault for the delay in processing at the end of the 30 day application processing period.~~

If the application is approved and the county office was at fault for the delay in processing, benefits for the first month of the new certification period will not be prorated. If the household was at fault for the delay in processing, benefits will be prorated to the date the household supplied the needed information or otherwise complied with the program requirement.

10711 Reinstatement of Untimely Filed Applications

SNAP MANUAL ~~0107/01/2021~~6

If the household does not complete the application process, the application will be denied. However, if the household takes the actions needed to complete the application process within sixty (60) days of the date the untimely recertification form was filed, the application will be reinstated. ~~See [SNAP 10800](#) for additional information.~~

If an application is denied and is later reinstated, but the household was unable to participate in the first month of its new certification period due to an agency-caused delay in processing, restored benefits must be provided to the household for that month.

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10800 Chart: Delays-Agency Vs Household

10800 Chart: Delays-Agency Vs Household

SNAP MANUAL 07/01/06XX/XX/XX

REASON FOR THE DELAY	FAULT	ACTION
The household has been interviewed and has furnished all needed information. The application has not been processed.	Agency	Process the application. If the application is denied, notify the household. If approved, do not prorate benefits for the first month of the new certification period.
No appointment for an interview was scheduled for the household.	Agency	Schedule an appointment for an interview. Continue to hold the application. For timely filed applications, this will be up to 30 days following the last day of the last month of certification. For untimely applications, this will be 60 days from the date of application. If approved, do not prorate benefits for the first month of the new certification period.
The household was interviewed but was not notified via DCO-191 of any missing information/verification that is needed to establish eligibility.	Agency	Prepare a DCO-191 to notify household. Continue to hold the application. For timely filed applications, this will be up to 30 days following the last day of the last month of certification. For untimely applications, this will be 60 days from the date of application. If approved, do not prorate benefits for the first month of the new certification period.
The household failed to appear for its scheduled interview and did not request a second interview.	Household	Deny the application. Issue a denial notice. This application cannot be reinstated. The denial notice should advise the household that another application must be submitted if the household wants to participate in the program.
The household appeared for the first scheduled interview but failed to provide all needed verification, within the specified time. (This includes any extended processing time.)	Household	Deny the application. Issue a denial notice. Reregister the application if requested verification is received timely. For timely filed applications, this will be up to 30 days following the last day of the last month of certification. For untimely applications, this will be 60 days from the date of application. If approved, prorate benefits to the date that the needed information was submitted.

SNAP CERTIFICATION MANUAL – SECTION 10000

10800 Chart: Delays-Agency Vs Household

10820 Forms and Notices Issued at Recertification

REASON FOR THE DELAY	FAULT	ACTION
The household missed its first scheduled interview but requested another that was scheduled. The household appeared for the interview but did not complete all requirements within the mandated time frames.	Household	Deny the application. Issue a denial notice. Reregister the application if requested verification is received within the allowed time frames. For timely filed applications, this will be up to 30 days following the last day of the last month of certification. For untimely applications, this will be 60 days from the date of application. If approved, prorate benefits to the date that the needed information was submitted.

10820 Forms and Notices Issued at Recertification

SNAP MANUAL ~~0108/01/12021~~

If the household is no longer eligible to participate in the Supplemental Nutrition Assistance Program (SNAP), a denial notice must be issued. Most denial notices can be issued automatically.

Each eligible household must be provided with an approval notice. Most approval notices can be issued automatically. ~~See SNAP 8810 for additional information. generated systematically. If any household member is subject to the work registration requirement, a *Notification of Work Registration* will be generated systematically. A change report form and a change report addendum will be mailed to the household to ensure that the household has been advised of their correct reporting requirements.~~

~~If an annual review household indicates during the interview that they no longer have a *Change Report Form* (DCO-234) and a business reply mail (BRM) envelope, a form and envelope will be mailed to the household.~~

~~If any household member is subject to the work registration requirements, a *Notification of Work Registration* (DCO-260) will be mailed to the household.~~

~~A *Change Report Form* (DCO-234) and a *CHANGE REPORT ADDENDUM: Reporting Requirements* (DCO-234A) will be mailed to the household to insure that the household has been advised of their correct current reporting requirements.~~

If a household becomes subject to semi-annual reporting requirements at recertification, a copy of the pamphlet entitled *Semi-Annual Reporting* (PUB 360) will be given or mailed to the household. The county office eligibility worker must explain the contents of the pamphlet publication to the household.

10900 ~~36 Month Recertifications~~ Elderly Simplified Application Project (ESAP)

SNAP MANUAL ~~0108/01/12021~~

The Elderly Simplified Application Project (ESAP) is designed to simplify the Supplemental Nutrition Assistance Program (SNAP) application and verification process for persons aged sixty (60) or older or individuals living with a disability. ESAP eligibility is limited to households that have no earned income, that receive no child support deduction, and do not include minor dependent children. Households meeting these criteria will be certified for thirty-six (36) months.

Households certified for thirty-six (36) months must reapply within thirty (30) days of the last month of the certification period to continue to receive SNAP benefits. These households will complete the required recertification application to recertify for SNAP. There is not an interview requirement for these households in order to apply for continued participation in SNAP, unless one (1) of the following exceptions exists: When households certified for longer than 12 months reapply to continue to receive SNAP benefits within 30 days of the last month of the certification period, the process is called recertification. These households will complete a Supplemental Nutrition Assistance Program/Medicare Savings Program Annual Review (DCO-811) to recertify for the Supplemental Nutrition Assistance Program. There is not an interview requirement for these household in order to apply for continued participations in the Supplement Nutrition Assistance Program unless one of the following exceptions exists:

- The household requests an interview;
- The recertification appears to be a denial; or
- The county has outstanding issues or questions regarding the request for recertification.

The application may not be denied for recertification without attempting to schedule an interview. All scheduling attempts must be documented in the ANSWER eligibility system narrative.

10910 Processing Standards

SNAP MANUAL ~~0108/01/12021~~

At recertification, Elderly Simplified Application Project (ESAP) households must return the recertification application no later than the fifteenth day of the month the household receives the recertification form. If the fifteenth day of the month falls on a weekend or holiday, the

SNAP CERTIFICATION MANUAL – SECTION 10000

10900 36 Month Recertifications Elderly Simplified Application Project (ESAP)

10920 Telephone Contact

deadline for receipt will be extended to the first work day following the fifteenth. Failure to return the recertification application by the deadline will result in case closure if the recertification application is not received by the last day of the month.

The household must return the DCO-811 no later than the 15th day of the month the household receives the annual review. If the 15th day of the month falls on a weekend or holiday, the deadline for receipt will be extended to the first work day following the 15th. Failure to return the DCO-811 by the deadline will result in case closure if the annual review is not received by the last day of the month.

When a household returns a signed DCO-811 recertification application by the 15th-fifteenth day, the county state agency must process the report before the end of the month. Any signed recertification application DCO-811 returned before the end of the 12th-thirty-sixth month of certification must be processed. When a recertification application DCO-811s are processed after the end of the month, the household's benefits must be reinstated, if the case has been closed.

10920 Telephone Contact

SNAP MANUAL 0108/01/12021

The state agency must be required to contact the household to confirm information provided on the recertification application when there is a potential denial of the application. The household must be contacted by telephone before the application can be processed.

During the recertification review contact, the eligibility worker will review the information presented on the recertification application with the household to ensure the household confirms the information provided on the application is correct before denying the application. An informal contact must be conducted to verify information provided on the DCO-811 when there is a potential denial of the application. The household must be contacted by telephone before the application can be processed.

During the "Recertification Review" contact, the caseworker eligibility worker will simply review the information presented on the DCO-811 with the household to ensure the household verifies the information provided on the application is correct before denying the application and closing the case.

If the caseworker eligibility worker is unable to contact the household for a "Recertification Review" contact, the caseworker eligibility worker must send a Notice of SNAP 36-Month Recertification Appointment (DCO-286b) to the household to schedule an informal telephone

SNAP CERTIFICATION MANUAL – SECTION 10000

10900 36 Month Recertifications Elderly Simplified Application Project (ESAP)

10930 Processing Annual Review at Recertification

~~contact. The informal contact will be conducted by phone. The contact may be conducted with any responsible household member or with the household's authorized representative (AR). The informal contact must be scheduled using a *Notice of SNAP 36-Month Recertification Appointment (DCO-286b)*. The informal contact is required when the recertification meets one of the criteria below:~~

- ~~• The household requests an interview;~~
- ~~• The recertification appears to be a denial; or~~
- ~~• The county has outstanding issues or questions regarding the request for recertification.~~

~~The "Recertification Review" telephone contact will be a brief review of the *DCO-811*. Prior to contacting the household, the caseworker eligibility worker must have determined the household to be ineligible to participate in SNAP.~~

~~During the "Recertification Review," telephone contact with the household the caseworker eligibility worker will state his/her name, location, and will explain the reason for the contact even when the household has requested the interview. The caseworker eligibility worker will proceed through each section of the *DCO-811* reading the information on the annual review to the responsible household member or authorized representative to ensure the information on the annual review is accurate based on the household's current circumstances before denying the continued assistance. The worker will update the annual review based on the response from the household or authorized representative. Additional information discussed during the telephone contact must be documented in ANSWER.~~

~~If additional information is needed to complete the recertification process, it must be requested from the household if the caseworker eligibility worker cannot access the information without assistance from the household. The caseworker eligibility worker should request any necessary information using the *Request for Information at Annual Review (DCO-103)*. A *DCO-234A, Reporting Requirements*, will be mailed to the household with a BRM envelope if the application is approved based on the information provided during the "Recertification Review."~~

10930 Processing Annual Review at Recertification

SNAP MANUAL 08/01/12

~~The returned *SNAP and Medicare Savings Annual Review (DCO-811)* need not be fully completed. As long as the household returns a signed form, the caseworker eligibility worker may obtain the remainder of the needed information through an informal telephone contact or other reliable documentary sources.~~

SNAP CERTIFICATION MANUAL – SECTION 10000

10900 36 Month Recertifications Elderly Simplified Application Project (ESAP)

10930 Processing Annual Review at Recertification

Unsigned *DCO-811s* received in the agency will be returned immediately to the household with a completed *Request for Information at Annual Review (DCO-103)*. The household must be given at least 10 days from the date the notice is issued to return a signed form. If the form is returned after the end of the 12th month of certification but before the 10-day notice period expires, the application may be reinstated.

All medical expenses must be declared at the recertification. See SNAP 11640 for instructions for households claiming actual medical expenses.

Expenses that have changed by \$25 or less do not require verification unless the information is questionable. This includes income, total medical expenses, or actual utilities. (See the Glossary definition of Verification for further explanation). Households required to furnish verification must be allowed at least 10 days to do so. When verification is needed, the case worker eligibility worker will issue a *DCO-103* to the household.

A household's case will not be closed solely due to failure to provide verification of a deductible expense. Instead, the expense will be disallowed. If the household fails to respond to the standard medical deduction question on the *DCO-811* for a previously verified medical expense, the deduction will be disallowed. The case will be closed only if the household's net income exceeds the maximum allowed after the expense is disallowed. (If the net income exceeds the maximum, but the household is categorically eligible, see SNAP 8961.)

Verification of deductible expenses received after the stated deadline will be handled as a reported change. The day after the date of receipt will be considered day one of the 10-day change processing period.

Any change in SNAP benefit amount resulting from a change reported at the annual review will be effective in the 13th and 25th month of the certification period.

10940 Applications for Recertification Filed at SSA Office

SNAP MANUAL 08/01/12

Households in which all members receive or have applied for Supplemental Security Income (SSI) may submit an application for recertification at the Social Security Administration (SSA) Office (see SNAP 8920). These applications will be forwarded to the correct county office as instructed in SNAP 8930. Application processing must occur in accordance with SNAP 10600-10630, if the application was timely submitted to the SSA office. Untimely submitted applications will be processed in accordance with SNAP 10700. These households have the option of applying for SNAP benefits at the SSA office but it is not a requirement.

SNAP CERTIFICATION MANUAL – SECTION 11000

11100 Reporting Requirements – Summary

11100 Reporting Requirements – Summary

SNAP Manual [01/01/2021](#)

Ongoing Supplemental Nutrition Assistance Program ([SNAP](#)) eligibility and benefit amounts are based on a household's current situation. To ensure current information about a household is available, reporting requirements are imposed on all households that apply for SNAP benefits and all households that receive SNAP benefits. There are two [\(2\)](#) types of reporting requirements: occasional reporting and limited reporting. Occasional reporters are subject to the regular reporting requirements. This means that the household must report specified changes within [ten \(10\)](#) days of the date the change becomes known.

Limited reporters are required to report when the household's gross income exceeds the household's gross income limit. Some limited reporting households are assigned a [four \(4\)](#)-month certification period. These households have no other reporting requirements. Other limited reporting households are assigned a [twelve \(12\)](#)-month certification period. These households must submit a semi-annual report. On the semi-annual report, the household must report and verify all earned income and report changes in residence, household composition, unearned income, and resources. [See the chart below for additional information about the reporting requirements.](#)

Limited Reporting Households/No Semi-Annual Report	Limited Reporting Households/Must Submit Semi-Annual Report	Occasional Reporting Households
Homeless households	Households with earned income or a combination of earned and unearned income	Households entitled to be assigned a 24-month certification period because all members are age 60 or older or are individuals with disabilities or minor dependent children and there is no earned income
Households with members who are on strike	Households with unearned income when all household members are not age 60 or older are individuals with disabilities or minor dependent children	Households where all members have SSI income but are assigned a 12-month certification period because at least one member has earned income

SNAP CERTIFICATION MANUAL – SECTION 11000

11100 Reporting Requirements – Summary

11110 Subsequent Reviews

Limited Reporting Households/No Semi-Annual Report	Limited Reporting Households/Must Submit Semi-Annual Report	Occasional Reporting Households
Migrant and season farm worker households	Households where all members receive TEA cash assistance or TEA benefits	Expedited households assigned a one or two month certification period because of postponed verification
Households with self-employment income when assigned a four-month certification period	Households with self-employment income when assigned a twelve-month certification period	Households assigned a one or two month certification period because the household is expected to become ineligible. Households residing in alcoholism and/or drug addiction treatment centers

11110 Subsequent Reviews

SNAP Manual [01/01/202106/01/01](#)

Department of Human Services (DHS) county offices may not require households to report for an in-office interview during their certification period, although they may request households to do so. For example, the DHS county office may not require Supplemental Nutrition Assistance Program (SNAP) households to report for an in-office interview simply to review their case files or for any other reason.

11120 Refusal to Cooperate Following Certification

SNAP Manual [01/01/202106/01/01](#)

If a household currently participating in the Supplemental Nutrition Assistance Program (SNAP) refuses to cooperate in any subsequent eligibility review, the SNAP case will be closed.

Subsequent reviews include:

1. Requests for information, verification, or compliance with a program requirement following a report of a change by the household. (See [SNAP 11420](#), [SNAP 11440](#) and [SNAP 12400](#) for instructions.)

SNAP CERTIFICATION MANUAL – SECTION 11000

11100 Reporting Requirements – Summary

11120 Refusal to Cooperate Following Certification

- ~~1.2.~~ Requests for information, verification, or compliance with a program requirement following a report from a source other than the household. ~~(See SNAP 12400SNAP 12440 for instructions.)~~
- ~~2.3.~~ Requests for information, verification, or compliance with a program requirement at recertification. ~~(See SNAP 10550 for instructions.)~~
- ~~3.4.~~ Requests for an interview and/or information necessary to complete a quality assurance review, including the household's signature on consents for information needed by the quality assurance worker. ~~(see See SNAP 801 for instructions).~~
- ~~4.5.~~ Requests for the household to participate in any special reviews conducted by the county for targeted households. ~~(see See SNAP 12400SNAP 12400 for instructions).~~

Any household that refuses to cooperate in a subsequent eligibility review may reapply for SNAP benefits, but will not be found eligible, until the household cooperates with the county office. There is one (1) exception. A household that refuses to cooperate in the quality assurance review process may reapply after the end of the review period and be found eligible. ~~See the Glossary definition of Household Cooperation for an explanation.~~

SNAP CERTIFICATION MANUAL – SECTION 11000

11200 Changes Required to be Reported

11200 Changes Required to be Reported

11200 Changes Required to be Reported

SNAP MANUAL ~~12/01/01/20321~~

The following changes must be reported to the [Department of Human Services \(DHS\)](#) county office:

1. Changes in Residence ~~and/or~~ Address

All changes in residence must be reported. If a change in residence results in a change in the household's shelter cost, the new shelter ~~costs-cost~~ must be reported. For occasional reporters as defined in [SNAP 11100](#), these changes must be reported within [ten \(10\)](#) days of the date the change becomes known to the household. For semi-annual reporters as defined in ~~SNAP 11100~~[SNAP 11100](#), these changes must be reported on the semi-annual report. ~~(We suggest that households~~ [Households are encouraged to voluntarily report address changes immediately to prevent problems with mail delivery.](#))

If ~~a-an county office~~[eligibility](#) worker verifies through any source that a household has moved from Arkansas to another state, the household's case must be closed. This policy applies across the board to all [Supplemental Nutrition Assistance Program \(SNAP\)](#) households, regardless of the household's reporting requirements. No advance notice is required ~~{See SNAP 11450 and SNAP 11571}~~. If the worker suspects the household has moved from the State [of Arkansas](#), but the household's residency has not been verified through a reliable source, a request for contact will be sent as instructed in [SNAP 12400](#).

2. Changes in Household Composition

The addition or loss of any eligible or ineligible household member must be reported. For occasional reporters, this change must be reported within [ten \(10\)](#) days of the date the change becomes known to the household. For semi-annual reporters, this change must be reported on the semi-annual report.

3. Changes in Resources

SNAP CERTIFICATION MANUAL – SECTION 11000

11200 Changes Required to be Reported

11200 Changes Required to be Reported

The acquisition of any licensed vehicle must be reported. ~~(This includes the acquisition of an additional vehicle or the “trading” of one (1) vehicle for another one.)~~

Total liquid resources, ~~such as~~ ~~(cash on hand, bank accounts, stocks, or bonds, ~~etc.~~)~~ that reach or exceed two thousand two hundred and fifty dollars (\$2,000-\$2,250) must be reported.

For occasional reporters, these changes must be reported within ten (10) calendar days of the date the change becomes known to the household. For semi-annual reporters, these changes must be reported on the semi-annual report.

4. Changes in Income

Limited reporters, ~~(including both households with four (4)-month certification periods and semi-annual reporters.)~~ are required to report when the household's gross income exceeds the household's gross income limit. This change must be reported within ten (10) calendar days of the end of the month in which the change occurred. If the tenth day falls on a weekend or holiday, the reporting time will be extended to the end of the next work day. A *Change Report Form (DCO-234)* and a change report addendum ~~CHANGE REPORT ADDENDUM: The Limited Reporting Requirements~~ must be issued to all limited reporting households ~~to be used~~ to report such changes. In addition, all semi-annual reporters must report and verify all earned income when the semi-annual report is submitted.

Self-employment income that has been annualized need not be reported and verified when the semi-annual report is submitted.

Semi-annual reporters must report and verify changes of more than fifty dollars (\$50.00) in unearned income and changes in sources of unearned income when the semi-annual report is submitted.

Occasional reporters must report the following changes in both earned and unearned income within ten (10) days of the date the change becomes known to the household:

- Changes in a source of income. This includes new income from any source or income from any source that has stopped.

SNAP CERTIFICATION MANUAL – SECTION 11000

11200 Changes Required to be Reported

11200 Changes Required to be Reported

- Changes of more than fifty dollars (\$50.00) in the household's total gross monthly income. This includes both increases and decreases in income.

Neither changes in Transitional Employment Assistance (TEA) cash assistance payments nor the receipt of child support refunds paid to TEA recipients need be reported by either limited reporters, ~~(including those limited reporters subject to semi-annual reporting,)~~ or occasional reporters. These changes must be reflected in the household's SNAP benefit amount. See ~~SNAP 12410SNAP 12410 - 12420–12420 for an explanation of the requirement to process changes in TEA cash assistance when they occur.~~ (This applies to both limited reporters and occasional reporters.) See SNAP 5704.1 for instructions on handling child support refunds.

5. Changes in Deductions

Limited reporters with four (4)-month certification periods do not have to report changes in deductions until recertification. Limited reporters who must submit a semi-annual report must report and verify child support payments when the semi-annual report is submitted, ~~if these payments are to will~~ continue to be deducted. Both occasional reporting and semi-annual reporting households are allowed, but not required to report changes in shelter costs, ~~(see item 1 above for an exception),~~ dependent care costs, ~~and or~~ medical costs.

SNAP CERTIFICATION MANUAL – SECTION 11000

11300 Reporting Requirements

11341 Households Certified for Four Months

11300 Reporting Requirements

SNAP MANUAL ~~00110~~/01/2021

11310 Applicant Households

During the application interview, all applicants must report changes that occur after the application is prepared. After the application interview, occasional reporters must report changes that occur after the interview, but before the application is approved within ten (10) calendar days of the date of the approval notice.

~~Limited reporting households do not have to report changes that occur after the interview but before the application is approved. Limited reporters must report only report changes as described in SNAP 11340.~~

11320 Categorically Eligible Households

SNAP MANUAL 01/01/2021

~~Categorical eligibility is explained in SNAP 1920.~~ Categorically eligible households have the same reporting requirements as any other household. If a categorically eligible household ~~reports a change and as a result is no longer becomes ineligible or~~ categorically eligible, the household becomes subject to applicable income and resource limitations. ~~The case will be closed if necessary.~~ If a regular household or a household with a person aged sixty (60) or older or individuals living with a disability age 60 or older individual with disabilities household reports a change, and as a result becomes categorically eligible, the income and resource limitations will no longer apply.

11340 Limited Reporting Households 12/01/03XX/XX/XX

SNAP MANUAL ~~0112~~/01/2021

Limited reporting households are required to report:

1. When the household's gross income exceeds the household's gross income limit.

SNAP CERTIFICATION MANUAL – SECTION 11000

11300 Reporting Requirements

11341 Households Certified for Four Months

2. ~~In counties without a waiver of the requirement to work, when~~ When household members subject to ~~this the~~ requirement to work begin to work less than twenty (20) hours per week.

This change must be reported within ten (10) calendar days of the end of the month in which the change occurred. If the tenth day falls on a weekend or holiday, the reporting time will be extended to the end of the next work day. A *Change Report Form (DCO-234)* and a *CHANGE REPORT ADDENDUM: The Limited Reporting Requirements change report addendum* must be issued to all limited reporting households at certification and recertification.

Two (2) different categories of households are subject to the limited reporting requirements: households certified for four (4) months and households subject to semi-annual reporting. See SNAP 11341-11342. (see SNAP 11342

~~11341 Households~~ **11341 Households Certified for Four Months**

SNAP MANUAL ~~0101/01/20213~~

The following households may be assigned a four (4)-month certification period. See as explained in SNAP 8710:

- Homeless households
- Able-bodied adults
- Households with members who are on strike
- Certain self-employed households
- Migrant and seasonal farmworker households who expect to remain in the state

Households assigned a four (4)-month certification period have no additional reporting requirements. All changes in the household's circumstances must be reported at the household's next certification or recertification. Changes reported before the household's next recertification will be processed according to the standards in SNAP 11410. Any action taken in a

Transitional Employment Assistance (TEA) and/or Medicaid case must also be reflected in the Supplemental Nutrition Assistance Program (SNAP) case. This includes changes reported to a TEA ~~and/or~~ Medicaid worker under that program's rules.

SNAP CERTIFICATION MANUAL – SECTION 11000

11300 Reporting Requirements

11341 Households Certified for Four Months

~~11342 Semi~~11342 Semi-Annual Reporting Households

SNAP MANUAL ~~0101/01/20321~~

In addition to the reporting requirements in [SNAP 11300](#), semi-annual reporting households, as defined in [SNAP 11100](#), must report and verify earned income when the semi-annual report is submitted. Other changes as specified in [SNAP 11200](#) must be reported only when the semi-annual form is submitted.

Changes reported independent of the semi-annual reporting ~~system requirements~~ will be processed according to the standards in [SNAP 11410](#). Any action taken in a [Transitional Employment Assistance \(TEA\)](#) ~~and/or~~ Medicaid case must also be reflected in the Supplemental Nutrition Assistance Program (SNAP) case. This includes changes reported to a TEA ~~and/or~~ Medicaid worker

SNAP CERTIFICATION MANUAL – SECTION 11000

11300 Reporting Requirements

11350 Occasional Reporters

under that program's rules. Changes in the amount of TEA cash assistance must be reflected in the SNAP case. This applies to both limited reporting ~~and~~/or semi-annual reporting households and to occasional reporting households. See [SNAP 12410 - 12420](#) ~~for additional information~~.

A semi-annual reporting household that fails to report a change on a semi-annual report form issued after the household becomes aware of the change, but before the next recertification or initial application is considered ~~to be~~ at fault for any resulting over issuances or under issuances of SNAP benefits. If an under issuance occurs because the household failed to report a change on the semi-annual reporting form, no restored benefits will be issued to the household. See [SNAP 13000](#). If an over issuance occurs, an overpayment will be prepared as instructed in [SNAP 15400](#).

11350 Occasional Reporters

SNAP MANUAL ~~0101/01/20321~~

~~Currently, households~~ Households classified as occasional reporters as explained in [SNAP 11100](#) must report the changes specified in [SNAP 11200](#) within ten (10) calendar days of the date the change becomes known to the household. Occasional ~~reporters~~ Reporters may report changes on a *Change Report Form (DCO-234)* or may send a letter describing the change. Changes may also be reported by telephone or in person. ~~Changes submitted by telephone or in person will be recorded by the county worker on a Telephone Report (DCO-271).~~

An occasional reporting household that fails to timely report a change is considered ~~to be~~ at fault for any resulting over issuances or under issuances of [Supplemental Nutrition Assistance Program \(SNAP\)](#) benefits. If an under issuance occurs because the household failed to timely report a change, no restored benefits will be authorized. If an over issuance occurs, an overpayment will be prepared as instructed in [SNAP 15400](#).

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11410 Processing Standards for Occasional Reporters

11400 Special Instructions – Occasional Reporters

SNAP MANUAL [0109/01/992021](#)

The following actions must be taken on all changes reported by occasional reporters:

1. Record the change.
Each county must devise a record of changes reported by occasional reporters. The minimum requirements for the record are the name and the Social Security number (SSN) of the head of ~~the~~ household, the date the change was received, and the date the change was completed. Other information may be captured if desired by the county office.
2. Document the case record with the date the change was received.
Any *Change Report Form (DCO-234)* or letter submitted by a household must be date stamped on the day received. A *Telephone Report (DCO-271)* must be dated with the date the change was reported.
3. Provide the household with a new *Change Report Form* and business reply mail (BRM) envelope.
4. Provide the household with a notice. See [SNAP 11440 for additional information](#).

11410 Processing Standards for Occasional Reporters

SNAP MANUAL [0109/01/992021](#)

Any change must be processed within ten (10) days of the date the change was reported to the county office. Day one (1) of the processing period is the first calendar day after the report was received. The date of receipt must be entered by the county office on all changes including those received in person or by telephone.

An increase in Supplemental Nutrition Assistance Program (SNAP) benefits resulting from the addition of a household member or a decrease of fifty dollars (\$50.00) or more in income must be reflected in the household's next regularly scheduled benefit extract. ~~If a change is reported after current month's benefits have extracted, no change can be made until the following month.~~ If necessary, a supplemental issuance will be authorized. See [SNAP 13200](#).

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11420 Verification for Occasional Reporters

Other increases in SNAP benefit amounts must be reflected in the first regularly scheduled extract of SNAP benefits occurring after the allowed processing period.

~~On July 31, a household reports a member who was earning \$200 per week was laid off. Only one pay check will be received from this job in August. This change must be reflected in the household's August SNAP benefit amount.~~

~~On August 1, a household reports a member who was earning \$200 per week was laid off. Only one pay check will be received from this job in August. This change must be reflected in the household's September SNAP benefit amount.~~

Unless the reported change meets all the criteria listed in [SNAP 11440](#), a decrease in benefits or a case closure must be effective no later than the month following the month in which the household's notice of adverse action expires.

~~A change in liquid resources is reported by telephone on July 25, and processed the same day. The household is ineligible. The notice of adverse action expires August 4. The closure is effective for the September SNAP benefit amount.~~

~~A change in liquid resources is reported by telephone on July 16, and processed on July 20. The notice of adverse action expires on July 31. The closure is effective for the August SNAP benefit amount.~~

~~If the household provides verification of its eligibility on the 31st, reinstatement must occur.~~

When the household is exempt from the notice of adverse action, the decrease or closure will be effective no later than the month following the month when the change was processed.

~~A change in liquid resources is reported in writing on July 25, and processed the same day. The household is ineligible. An adequate notice is issued. The closure is effective for August.~~

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11420 Verification for Occasional Reporters

11420 Verification for Occasional Reporters

SNAP MANUAL ~~0101/01/20821~~

Verification of a change in income will be required in the following situations.

- A change of more than fifty dollars (\$50.00) has been reported. ~~(Verification is not required if the change is fifty dollars (\$50.00) or less-)~~
- The income is from a new source.
- Income from any source has stopped.
- The reported information appears to be inaccurate.
- The reported information is incomplete.
- The reported information is inconsistent with information found in the case record.

Resource Change:

Reported changes in resources, such as ~~(vehicles or liquid resources,)~~ will be verified when the information reported is inaccurate, incomplete, or inconsistent with information found in the case record.

Household Composition Change:

Reported changes in household composition will be verified only when the reported information is inaccurate, incomplete, or inconsistent with information found in the case record.

New Address:

A new address need not be verified unless the reported information is inaccurate, incomplete, or inconsistent with information found in the case record. However, a change in shelter expense should be explored. If the household's residency in the county ~~and/or~~ state is in question, verification of residency will be requested.

Deduction Change:

New costs declared for rent, mortgage, insurance, ~~and/or~~ real estate tax expense would be verified only if questionable. When an occasional reporting household reports a member is paying dependent care costs, the expense will be verified. ~~Actual utility costs, which exceed the standard and result in a deduction, will be verified if the household has moved or the amount has changed by more than \$25.~~ Both the obligation to pay child support and the amount of payment will be verified when an occasional reporting household claims a member has begun paying child support.

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11420 Verification for Occasional Reporters

Medical Expense Change:

Verification of medical expenses will be requested if the household reports total medical expenses that have changed by twenty-five dollars (\$25.00) or more. Verification will also be requested if the household has declared an expense, which may be past due or subject to reimbursement.

Verification Requirements:

Verification will be requested via a request for contact. See SNAP 12400. If the household responds to the request for contact and supplies verification, which results in a decrease in benefits or a case closure, an advance notice of adverse action will be issued to advise the household of the effect of the change. See SNAP 11440.

If a household does not submit required verification before the deadline specified on the request for contact, ~~(except for verification of child support payments, dependent care costs, or medical expenses or actual utilities)~~, the household's case must be closed. If verification of child support payments, medical expenses, or dependent care costs, ~~or actual utility costs~~ is not supplied before the deadline, the expense will be disallowed. The case will be closed only if the household's income exceeds the limits when the expense is disallowed.

~~If verification of actual utility costs is not provided, the worker will use the utility standard in the budget if the household is entitled to the standard.~~ If not, all unverified utility costs will be disallowed. -An advance notice of adverse action must be issued to advise the household of the case closure or decrease in benefits.

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11430 Shortening the Certification Period

11430 Shortening the Certification Period

SNAP MANUAL ~~0101/01/2012~~0109/01/2021

~~County office~~Eligibility workers may not shorten the certification period of households that are participating in the Supplemental Nutrition Assistance Program (SNAP) unless the household is ineligible, with one (1) exception.

~~There is one exception.~~ A ~~24~~thirty-six (36)-month certification may be shortened when a household's circumstances change, and the household is no longer eligible for a ~~24~~thirty-six (36)-month certification period. However, before a certification period can be shortened, an advance notice of adverse action must be issued to the household. See SNAP 11660 for full instructions.

11440 Notices to Occasional Reporters

SNAP MANUAL ~~0109/01/99~~0109/01/2021

If the household's Supplemental Nutrition Assistance Program (SNAP) benefit amount will not change, the household will be ~~so~~ notified via a manually issued *Notice of Action* ~~(DCO-1)~~.

When the SNAP benefit amount decreases or the case closes as a result of a reported change, an advance notice of adverse action must be issued, unless the report meets all ~~of~~ the following conditions:

- The information was reported in writing via a Change Report Form (DCO-234) or a letter signed by the head of ~~the~~ household, spouse, or ~~either~~another responsible household member.
- Based solely on the household's written report, the eligibility worker can determine the household is ineligible or the SNAP benefit amount will decrease.
- The household is advised of its right to an administrative hearing and continued benefits, if the hearing is requested within ten (10) days of the date of the notice.
- If continued benefits are requested, the household's previous benefit amount must be reinstated within five (5) work days. See SNAP 7310.

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11430 Shortening the Certification Period

If the reported change meets all these conditions, an advance notice of adverse action is not required. However, an adequate notice must be issued to be received by the household before the reduced benefits are authorized. For case closures, ~~the~~ adequate notice must be received by the

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SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11450 Special Situations/Exemptions from Notices

household before or ~~at~~ about the same time the household's benefits would normally be authorized.

Either the notice of adverse action or the adequate notice must advise the household of:

- The nature of the change whether (reduction or closure);
- The reason for the change; and
- The effective date of the action.

When the SNAP benefit amount increases, as the result of a reported change, an adequate notice must be issued. The notice of action must advise the household of:

- The new SNAP benefit amount;
- The reason the benefit increased; and
- The effective date of the increase.

11440.1 Returned Mail

SNAP Manual 01/01/2021

When mail is returned by the post office with a message from the post office indicating that the addressee is unknown, has moved and left no forwarding address, or that the address provided does not exist, a *Request for Contact* (RFC) must be sent. If the addressee does not respond to the RFC, then a ten (10) day notice to close the case will be sent. The worker must ensure that an agency error did not cause the mail to return. The eligibility worker must also ensure that the household has not reported an address change which was not processed or was processed incorrectly. The returned mail, including the envelope, must appear in the case record. The action to close the case must be fully documented.

11450 Special Situations/Exemptions from Notice

SNAP MANUAL 0109/01/992021

In the situations listed below, adverse action may be taken on an occasional reporting case without the issuance of a notice.

1. Death of All Household Members

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11450 Special Situations/Exemptions from Notices

When all household members have died, the case will be closed immediately. No notice will be issued.

2. Move from State

When all household members have moved from the state, the case will be closed immediately. No notice is required; however, one may be provided upon request.

3. Completion of Restoration of Lost Benefits

Some households elect to receive restored benefits in installments. Such households must be notified in writing of the last month restored benefits will be authorized. See [SNAP 13310](#). If the household was properly notified at the time the restored benefits were authorized, no notice need be sent after all installments have been authorized.

4. Anticipated Changes in Monthly Benefits

The monthly SNAP benefit amount may vary from month to month due to anticipated changes. (See [SNAP 14323](#)). If the household was notified of these variations at certification, no additional notice is required.

5. Case Closed at Household's Request

When a household voluntarily requests case closure in writing, no notice is required. If a verbal request for closure is made by the household in the presence of the **county office/eligibility** worker, written confirmation of the closure will be issued via the *Notice of Action*. (DCO-1). The written confirmation will not offer the household the same protection as an adequate notice. (See the SNAP glossary definition of "[Notice of Action](#).") ~~Should~~ If the household ~~appeal/appeals the an~~ action to close the case, benefits will not be continued pending a decision.

~~When mail is returned by the post office with a message from the post office indicating that the addressee is unknown, has moved and left no forwarding address, or that the address provided does not exist, the case may be closed without notice. The worker must insure that a county office error did not cause the mail to return. The county office worker must also insure that the household has not reported an address change which was not processed or was processed incorrectly. The returned mail, including the envelope, must appear in the case record.~~

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11450 Special Situations/Exemptions from Notices

11460 Summary Chart

SNAP MANUAL 10/01/08XX/XX/XX

Occasional Reporting

Type of Change	Reporting Requirement	Processing Standard	Verification Code	Notice Code
INCOME—Change in source	Within 10 days of date known	10 days	VR	NOAA or AN
INCOME—Increases or decreases by \$50 or less	None	10 days	VIO	NOAA or AN
INCOME—Increases by more than \$50	Within 10 days of date known	10 days	VR	NOAA or AN
INCOME—Decreases by less than \$50	Within 10 days of date known	10 days	VIO	AN
INCOME—Decreases by \$50 or more	Within 10 days of date known	10 days/not later than the beginning of next calendar month	VR	AN
LIQUID RESOURCES Reach or exceed \$2,000	Within 10 days of date known	10 days	VIO	NOAA or AN
VEHICLES Acquires a vehicle	Within 10 days of date known	10 days	VIO	NOAA or AN
ADDRESS/RESIDENCE	Within 10 days of date known	10 days	VQ	AN
HOUSEHOLD MEMBER—Enters home	Within 10 days of date known	10 days/not later than the beginning of the next calendar month	VQ	NOAA or AN
HOUSEHOLD MEMBER—Leaves home	Within 10 days of date known	10 days	VQ	NOAA or AN
SHELTER COSTS	Only if change of residence—If so, within 10 days of date change becomes known.	10 days	Entitlement to Standard VQ-Actual Utility costs VS25	AN

SNAP CERTIFICATION MANUAL – SECTION 11000

Notice Codes for Reported Changes

11450 Special Situations/Exemptions from Notices

Type of Change	Reporting Requirement	Processing Standard	Verification Code	Notice Code
CHILD SUPPORT	None	10 days	VR	NOAA
DEPENDENT CARE COSTS	None	10 days	VC	NOAA or AN
MEDICAL COSTS	None	10 days	VS25	NOAA or AN

Notice Codes for Reported Changes

Mark-UP

- ANIssue an adequate notice.
- NOAAIssue an advance notice of adverse action.
- NONNo notice is required.

Verification Codes for Reported Changes

- VC.....This information must be verified when the amount paid or caretaker/provider changes.
- VRThis information must be verified.
- VQ.....This information must be verified if questionable.
- VIOThis information must be verified if incomplete, inaccurate, inconsistent, or outdated.
- VS25This information must be verified if the source has changed or the amount has changed by more than \$25.

Mark-UP

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11510 Households Subject to Semi-Annual Reporting

11500 Semi-Annual Reporting Households

SNAP MANUAL ~~01/01/2021~~ 01/01/2021

Households subject to semi-annual reporting will be assigned a mandatory twelve (12)-month certification period and required to submit one (1) report in the sixth month of their certification period. At the end of the twelve (12)-month period, the household must be recertified.

11510 Households Subject to Semi-Annual Reporting

SNAP MANUAL 01/01/2021

All Supplemental Nutrition Assistance Program (SNAP) households, except those listed below, are subject to the semi-annual reporting requirements. The households listed below are not required to submit a semi-annual report:

1. Households eligible to be assigned a certification period longer than twelve (12) months. See SNAP 8710, item 3).

EXCEPTION: Any of these households with a child support deduction will be assigned a twelve (12)-month certification period and will be subject to the semi-annual reporting requirements.

2. Migrant and seasonal farm worker households. ~~(see the Glossary for the definitions of a Migrant Household and a Seasonal Farm Worker Household).~~ These households have limited reporting requirements, but are not required to submit a semi-annual report. see the glossary for the definitions of “Migrant Household” and “Seasonal Farm Worker Household.”
3. Households certified under the expedited provisions when verification is postponed. ~~(see SNAP 9441).~~ These households will be certified for one (1) or two (2) months. They will be classified as occasional reporting households. See SNAP 9441.
4. Households residing in a drug ~~and/or~~ alcohol treatment center. ~~(see SNAP 1820)~~ These households will be assigned a one (1) to three (3) month certification period. They will be classified as occasional reporting households. See SNAP 1820.
5. Households with a member participating in a strike. ~~(see SNAP 1700SNAP 1700).~~ These households have limited reporting requirements, but are not required to submit a semi-annual report. See SNAP 1700.

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11520 Entering Semi-Annual Reporting

- ~~6.~~ Households composed entirely of Supplemental Security Income (SSI) recipients when one (1) of the SSI recipients has earned income from a sheltered workshop will be assigned a twelve (12)-month certification ~~period, but~~ period but will not be subject to semi-annual reporting. These households will be classified as occasional reporting households.
- ~~7.~~ Any SSI household with a child support deduction, and any SSI household with earnings from employment other than a sheltered workshop ~~will be~~ will be subject to semi-annual reporting.
- ~~8.~~ Households assigned a one (1) or two (2) month certification period under the policy in SNAP 8710. Households will be assigned a one (1) or two (2) month certification period when it appears likely that the household will become ineligible to receive SNAP benefits in the near future. ~~(This includes households that intend to leave the State in the near future.)~~ These households will be classified as occasional reporting households.
- ~~9.~~ Households consisting entirely of ~~age 60 or older/ individuals with disabilities~~ persons aged sixty (60) or older or individuals living with a disability ~~members~~, as defined in the glossary, and minor dependent children. These households will be classified as ~~occasional~~ limited reporting households and assigned a ~~24~~ twelve (12)-month certification period.
- ~~10.~~ Any of these households with earned income will be subject to semi-annual reporting, unless the earned income is paid to an SSI recipient who is working in a sheltered workshop. See item six (6) above.

11520 Entering Becoming Subject to Semi-Annual Reporting

SNAP MANUAL 0112/01/2021

A household may only enter semi-annual reporting when an initial application or an application for recertification is approved. In the following situations, a household must be given a full explanation of semi-annual reporting:

- When a household enters semi-annual reporting for the first time.
- When a household was not subject to semi-annual reporting during the last certification period.
- If more than one (1) full calendar month has elapsed since the household last participated in the program.

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11530 Processing Standards

The worker will provide a pamphlet to the household ~~and will explain~~ explaining:

- That the household must submit a semi-annual report form in the sixth month of the certification period, including a brief explanation of how to complete and return the form.
- That limited reporting household must report certain changes, and what those changes are, and how to report them. ~~(A Change Report Form DCO-234 and a CHANGE REPORT ADDENDUM: The Limited Reporting Requirements change report addendum will be issued to the household.)~~
- That the household ~~canis allowed to~~ report other changes at any time.
- That failure to return the semi-annual report will result in case closure.

At the recertification interview, a pamphlet and an abbreviated explanation of semi-annual reporting will be furnished to household's subject to the semi-annual reporting requirement. This explanation may consist of:

- A review of the limited reporting requirement;
- A review of the changes which are to be reported on the semi-annual report; and
- An explanation that failure to return the semi-annual report will result in case closure.

11530 Processing Standards

SNAP MANUAL ~~0101/01/20321~~

One (1) semi-annual reporting form will be generated during a twelve (12)-month certification period. The semi-annual report month will be based on the date of application, not the date of application approval.

~~An application is submitted on April 16. Regardless of whether the application is approved in April or May, the semi-annual report form will be processed during the month October. The household will be recertified in March.~~

When a household is recertified, the semi-annual report form will be processed six (6) full months into the new certification period.

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11530 Processing Standards

~~A household applies and is recertified in December. The new certification period begins in January. The semi-annual report form will be processed in June. The household will be recertified again in December.~~

Semi-annual reports will be extracted five (5) work days from the end of the month and mailed not more than three (3) days after extract. The form will be due on the fifth of the following month. The household must submit a semi-annual report form before the end of the report month, or the case will automatically close. Semi-annual reports received in the county office on or before the due date, which is ~~(the fifth of the month,)~~ must be completed before the end of the report month. This means the household must be notified before the end of the report month of the effects of the report on eligibility and benefit amount.

MarkUP

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11531 Semi-Annual Households – Special Circumstances

Semi-annual reports received in the county office after the due date, but postmarked before the end of the report month must be processed within ten (10) days or before the end of the report month, whichever is later. If the last work-day falls on a weekend or holiday, forms received on the first work day of the following month will be considered to have been received before the end of the report month. Processed means:

- 1) ~~that~~ That a case action has been completed and keyed, or
- 2) ~~that~~ That a *Semi-Annual Reporting Request for Information* has been issued to request required verification. Households required to submit verification must be allowed, until the end of the report month to provide requested information, unless this ~~will allow~~ allows the household less than ten (10) calendar days to provide the verification.

When semi-annual reports have been received before the end of the report month and have not been processed, the case will remain open. The caseworker is responsible for closing the case if necessary. Households that are not eligible must be issued adequate notice advising them of the reason for the ineligibility. The case will automatically close at the end of the month if the semi-annual report has not been updated as received in the eligibility system.

~~If the household submits a semi-annual report before the end of the report month but the county does not key a case action by the end of the month, the case will automatically close. If the household is later determined to be eligible, the case must be reinstated. For example, if the SR form is submitted on the last day of the month, but county office worker eligibility worker requests required verification, the case will close. If the verification is received from the household within the specified time, the SR must be processed and the case reinstated if the household is eligible. (Households that are not eligible must be issued an adequate notice advising them of the reason for the ineligibility.)~~

11531 Semi-Annual Households – Special Circumstances

SNAP MANUAL ~~0101/01/20321~~

Occasionally, a semi-annual reporting household will report a change in the last twenty (20) days of the fifth month of the certification period. The change must be processed, if there is

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11531 Semi-Annual Households – Special Circumstances

adequate time to affect the household's benefits for the sixth month of the certification period. If not, the change will be processed when the semi-annual report is processed.

In some instances, a household will be issued an advance notice of adverse action that expires during the last ten (10) days of the fifth month of the certification period. ~~See below for the correct procedure to follow in these instances.~~

~~————— In the first two weeks of the fifth month, a semi-annual reporting household reports a change. Verification is requested. The household submits the verification as requested.~~

~~**Action:** ——— If the verification is provided in time to affect the sixth month of the certification period, the change will be processed immediately. If not, the change will be processed when the semi-annual report form is submitted.~~

~~————— In the last two weeks of the fifth month of the certification period, a semi-annual reporting household reports a change. Verification is requested. The household does not submit the verification before the semi-annual report form is extracted. The household submits the semi-annual report form.~~

~~**Action:** ——— If the case remains open for any reason, the semi-annual report form will be processed.~~

If the case has been closed, the correct action will depend on when the semi-annual form was mailed to the household.

- a. If the semi-annual report form was sent to the household before the ten (10) day notice of adverse action expired, the case will remain open and the semi-annual form will be processed.-

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11540 Completion of the Semi-Annual Report Form

- b. If the semi-annual report form was sent to the household after the ten (10) day notice of adverse action expired, the case will remain closed and the household instructed to reapply.

~~A household moves. The SNAP case is transferred to the new county of residence. The household submits the semi-annual report form after the closure occurs.~~

~~**Action:** A new application must be submitted in the county where the household lives. The household will be so notified by the county receiving the semi-annual report form.~~

11540 Completion of the Semi-Annual Report Form

SNAP MANUAL 0109/01/992021

A copy of the semi-annual report will be issued to each county office. The form will also be available ~~on DHS SHARE electronically~~. The form may be accessed through ~~DHS SHARE electronic case record~~, printed and provided to any household that requests a semi-annual report form for any reason.

The names and birth dates of the case head and all household members must be entered on the form. The form must be signed by the case head or other responsible household member or the authorized representative. Forms that do not contain the names of household members and a legitimate signature will be returned to the household for completion. If names, but no birth dates appear on the form, the worker may contact the household by telephone for the dates of

birth or the name of the case head. ~~(Workers entering information on the form must use a different color ink, must initial the entry, and must document the name of the household member who provided the information.)~~ If the household cannot be reached by telephone, the form will be returned to the household for the necessary information.

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11550 Verification to be Submitted with Semi-Annual Report Form

The household will be contacted by telephone or by mail regarding unsigned forms. In other situations when a form lacks sufficient information to determine the household's current circumstances, the household may be interviewed by telephone. Information provided in a telephone interview will be clearly labeled, and the following information documented: the name of the person interviewed, the date of the interview, and the name of the worker who conducted the interview. If telephone contact is not possible, the form may be returned to the household for completion. The household will be given until the end of the report month or ten (10) days, whichever is later, to return the completed form. The incomplete form will be accompanied by a *Notice of Required Verification*, explaining that if the form is not returned by the date indicated on the *Notice of Required Verification*, the case will close. The form will tell the household to contact the county office if assistance is needed in completing the form.

Unsigned forms will be returned to the household. In other instances, when a form lacks sufficient information to determine the household's current circumstances, the household may be interviewed by telephone. Information provided in a telephone interview will be clearly labeled and the following information documented – the name of the person interviewed, the date of the interview and the name of the worker who conducted the interview. If telephone contact is not possible the form may be returned to the household for completion. The household will be given until the end of the report month or 10 days, whichever is later, to return the completed form. The incomplete form will be accompanied by a *Notice of Required Verification (DCO-218)*, explaining that if the form is not returned by the date indicated on the *DCO-218*, the case will close. The form will tell the household to contact the county office if assistance is needed in completing the form.

~~11550 Verification~~ 11550 Verification to be Submitted with Semi-Annual Report Form

SNAP MANUAL ~~0101/01/20821~~

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11550 Verification to be Submitted with Semi-Annual Report Form

The following income verification must be submitted with the semi-annual report.

1. Verification of earned income.

Self-employment income that has been annualized need not be re-verified when the semi-annual report is submitted. Contractual income that has been annualized need not be re-verified when the semi-annual report is submitted.

2. Verification of unearned income from a new source.
3. Verification of unearned income that has increased or decreased by more than fifty dollars (\$50.00). ~~{Verification is not required if the change is fifty dollars (\$50.00) or less.}~~
4. Verification of a declared child support deduction. If this is a new deduction, both the amount of obligation and the amount of child support paid must be verified. For existing deductions, the obligation to pay must be verified only if a change is reported. The amount of child support paid must be verified at each semi-annual report.
5. Verification of declared dependent care cost. If this is a new deduction, the amount paid, the frequency of payment, ~~and the name, including~~ address, and telephone number of the provider must be documented. For existing deductions, the dependent care cost must be verified only if a change is reported.

~~See the chart in SNAP 11580 for additional information about required verification.~~

When the semi-annual report is processed, the budget will be calculated prospectively. Therefore, for earned income, the household must submit, at a minimum, verification of earnings received in the ~~thirty~~30-day period prior to the date of completion of the form. ~~{Usually, this will be the two (2) or four (4) most recently received check stubs.}~~ If the household submits additional verification, this verification may be used to anticipate the household's income for the upcoming six ~~(6)~~-month period. See SNAP 7512 and ~~SNAP 7523~~SNAP 7523-7523.2–7523.2 for additional information.

If the form is submitted some-time after the date it was completed and signed, the worker is allowed, but not required to obtain verification of additional pay the household should have received by the date of submission. For example, if the income verification submitted by the household with the form is representative of the household's current pay, the household may not need to submit additional verification.

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11550 Verification to be Submitted with Semi-Annual Report Form

Questionable information that appears on the form must also be verified. The worker will request verification ~~and~~/or collateral contact if:

- The household is no longer reporting unearned income from a previously declared source;
- A new member has been added, the new member is subject to the work registration requirements and no income was reported for this member; or
- The household's expenses exceed its income and unreported income, ~~and~~/or unreported household members are suspected.

~~Verification is not required at every report where the expenses reported by the household exceed the household's income. However, verification is allowed if the worker feels the household's situation is QUESTIONABLE. See below for additional information.~~

~~Verification is not required at every report where the expenses reported by the household exceed the household's income. However, verification is allowed if the worker feels the household's situation is questionable. The worker may request verification of any questionable situation. However, the reason the situation is considered questionable must be documented in the case record. For example, if a household is reporting there has been no change in a source of unearned income that has historically fluctuated by more than fifty dollars (\$50.00), the worker may request verification of the income from that source. The worker may request verification of any questionable situation. However, the reason the situation is considered questionable must be documented in the case record. For example, if a household is reporting there has been no change in a source of unearned income that has historically fluctuated by more than \$50.00, the worker may request verification of the income from that source.~~

In addition, the worker may refer cases to the Field Investigator or may conduct a field investigation if there is reason to think information provided on the form is false. If possible, the investigation should be completed before the form is processed. See SNAP 12440 ~~for additional information about reports from Field Investigators.~~

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11570 Notices – Semi-Annual Reporting Households

Verification must always be requested via a *Notice of Required Verification* (~~DCO-218~~) accompanied by a ~~BRM-business reply~~ envelope. The deadline for providing required verification must always be the last day of the report month, unless the deadline must be extended. ~~{If necessary, the deadline must be extended into the month following the report month to allow the household a full ten (10) days to provide required verification. If the ten (10)-day period ends on a weekend or holiday, the deadline will be further extended until the end of the first workday following the weekend or holiday.}~~

An eligible household will be reinstated when the required verification is furnished before the specified deadline, but after the case has closed. An adequate notice will be issued to ineligible households as explained in [SNAP 11570](#).

If a household does not submit required verification before the specified deadline, (except for verification of child support payments, dependent care costs, medical expenses, or actual utilities), the household's case will close. If the verification is submitted after the deadline, the household will be issued a *Notice of Action* (~~DCO-1~~) stating that the Supplemental Nutrition Assistance Program (SNAP) case has already been closed and the household must reapply.

If verification of child support payments, dependent care costs, or medical expenses ~~or actual utility costs~~ is not supplied before the deadline, the expense will be disallowed. The case will be closed only if other verification is missing or the household's income exceeds the limits when the expense is disallowed.

11560 IEVS Reports

SNAP MANUAL ~~0101/01/2021~~

~~See [SNAP 2610](#) for a full explanation of the IEVS requirements.~~

At the time of or before the semi-annual reporting form is processed, a [Department of Human Services \(DHS\) county office eligibility worker](#) ~~{clerical worker, case worker, eligibility worker, etc.}~~ must inquire ~~to the WESD screen for at least about~~ the following household members:

- Aged [sixteen \(16\)](#) or [seventeen \(17\)](#) and not receiving disability benefits or enrolled in school full time.
- Aged [eighteen \(18\)](#) to [sixty-five \(65\)](#) and receiving disability benefits.

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11571 Special Situations/Exemptions from Notice

~~A county office worker eligibility worker must print both the UI (unemployment insurance) history screen and the wage history screen for these household members. The information contained on the UI screen is considered as verified upon receipt. County office worker Eligibility workers may use this information to verify statements provided on the semi-annual report. If the household has not declared information found on the UI screen, the county office worker eligibility worker will resolve the discrepancy before the semi-annual report is processed.~~

~~The information on the WAGE screen may be several months old and must be independently verified. If the information on the WAGE screen indicates that someone in the household may be working and the employment was not reported on the semi-annual report, the county office worker eligibility worker must resolve the discrepancy. To resolve the discrepancy, the county office worker eligibility worker will ask the household if the household member is currently employed. If the response is “no”, the county office worker eligibility worker will determine why he or she is no longer employed. Verification will be requested if appropriate. If the response is “yes”, the county office worker eligibility worker will request verification of current earnings before the SR is processed~~

~~11561 Delaying Processing to Get IEVS Information~~

~~SNAP MANUAL 10/01/03 XX/XX/XX~~

~~The deadline for providing required verification of IEVS information will be the end of the semi-annual report month. However, if necessary, the deadline will be extended into the month following the report month to allow the household 10 days to provide the requested verification. If the household furnishes the required verification before the specified deadline but after the case has closed, eligible households will be reinstated. If the household is not eligible, an adequate notice will be issued. (See SNAP 11570.)~~

~~If the household does not submit the required verification before the specified deadline, the household's case will close. If the verification is submitted after the deadline, the household will be issued a *Notice of Action* (DCO-1) stating that the SNAP case has already been closed and the household must reapply in order to participate in the Program.~~

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11571 Special Situations/Exemptions from Notice

~~11562 Changes to IEVS Screen After Form Processed~~

~~SNAP MANUAL 0/101/06~~

~~DELETED 01-01-06~~

11570 Notices – Semi-Annual Reporting Households

SNAP MANUAL ~~0101/01/20321~~

An adequate notice will be issued to any household whose Supplemental Nutrition Assistance Program (SNAP) benefit amount changes as a result of information reported on the semi-annual report. The adequate notice must be received by the household before or ~~at~~ about the same time the household's benefits will normally be received. The adequate notice must advise the household of:

- The nature of the change;
- The reason for the change; and
- The effective date of the change.

11570.1 Returned Mail

SNAP MANUAL 01/01/2021

When mail is returned by the post office with a message from the post office indicating that the addressee is unknown, has moved and left no forwarding address, or that the address provided does not exist, a Request for Contact (RFC) must be sent. If the addressee does not respond to the RFC, then a ten (10) day notice to close the case will be sent. The eligibility worker must ensure that an agency error did not cause the mail to return. The eligibility worker must also ensure that the household has not reported an address change which was not processed or was processed incorrectly. The returned mail, including the envelope, must appear in the case record. The action to close the case must be fully documented.

~~An automated notice may be issued in most circumstances.~~

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11571 Special Situations/Exemptions from Notice

11571 Special Situations/Exemptions from Notice

SNAP MANUAL ~~0101~~/01/~~20321~~

In the situations listed below, adverse action may be taken on a semi-annual reporting case without the issuance of a notice.

1. Death of All Household Members

When all household members have died, the case will be closed immediately. No notice will be issued.

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SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11620 Reporting Requirement for ESAP Households

2. Move ~~From from~~ the State
When all household members have moved from the state, the case will be closed immediately. No notice is required; however, one may be provided upon request.
3. Completion of Restoration of Lost Benefits
Some households elect to receive a restoration of lost benefits in installments. Such households must be notified in writing of the last month restored benefits will be received. ~~(see-See~~ SNAP 13310). If the household was properly notified at the time the restoration was authorized, no notice need be sent after all installments have been authorized.
4. Anticipated Changes in Monthly Benefits
SNAP benefits may vary from month to month due to anticipated changes. ~~(see SNAP 7523.3)~~. If the household was notified of these variations at certification, no additional notice is required. See SNAP 7523.3.
5. Case Closed at Household's Request
When a household voluntarily requests case closure in writing, no notice is required. If a verbal request for closure is made by the household in the presence of the ~~county~~ officeeligibility worker, written confirmation of the closure will be issued via a *Notice of Action* ~~(DCO-1)~~. The written confirmation will not offer the household the same protection as an adequate ~~notice (see the SNAP Glossary Appendix definition of Notice of Action)~~. ~~Should Ifnotice. If~~ the household ~~appeal~~ appeals the an action to close the case, benefits will not be continued pending a decision.
6. ~~Addresssee Unknown/No Forwarding Address~~
~~When mail is returned by the post office with a message from the post office indicating that the addressee is unknown, has moved and left no forwarding address, or that the address provided does not exist, the case may be closed without notice. The worker must insure that a county office error did not cause the mail to return. The county office workereligibility worker must also insure that the household has not reported an address change which was not processed or was processed incorrectly. The returned mail, including the envelope, must appear in the case record.~~

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11620 Reporting Requirement for ESAP Households

~~11580 Summary Chart~~
~~SNAP MANUAL 10/01/08XX/XX/XX~~

~~Semi Annual Reporting (SR)~~

Type of Change	Reporting Requirements	Processing Standard	Verification Code	Notice Code
Earned Income	When SR forms is submitted	End of report month	VR	AN
INCOME – Change in source	When SR form is submitted	End of report month	VR	AN
UNEARNED INCOME – Increases or decreases by \$50 or less	None	End of report month	VIO/VQ	AN

SNAP CERTIFICATION MANUAL – SECTION 11000

Notice Codes for Reported Changes

11620 Reporting Requirement for ESAP Households

Type of Change	Reporting Requirements	Processing Standard	Verification Code	Notice Code
UNEARNED INCOME—Increases by more than \$50	When SR form is submitted	End of report month	VR	AN
UNEARNED INCOME—Decreases by \$50 or more	When SR form is submitted	End of report month	VR	AN
LIQUID RESOURCES Reach or exceed \$2,000	When SR form is submitted	End of report month	VIO	AN
VEHICLES Acquires a vehicle	When SR form is submitted	End of report month	VIO	AN
MOVE TO A NEW RESIDENCE	When SR form is submitted	End of report month	VQ	AN
HOUSEHOLD MEMBER—Enters home	When SR form is submitted	End of report month	VQ	AN
HOUSEHOLD MEMBER—Leaves home	When SR form is submitted	End of report month	VQ	AN
SHELTER COSTS	Only if change of residence—If so, when SR form is submitted	End of report month	Entitlement To Standard—VQ Actual Utility Costs—VS25	AN
DEPENDENT CARE COSTS	None	End of report month	VC	AN
CHILD SUPPORT	None	End of report month	VR	AN
MEDICAL COSTS	None	End of report month	VS25	AN
NOTICE CODES FOR REPORTED CHANGES				

Notice Codes for Reported Changes

SNAP CERTIFICATION MANUAL – SECTION 11000

Notice Codes for Reported Changes

11620 Reporting Requirement for ESAP Households

AN.....Issue an adequate notice.
NOAA.....Issue an advance notice of adverse action.
NON.....No notice is required.

Verification Codes for Reported Changes

VC.....This information must be verified when the amount paid or caretaker/provider changes.
VR.....This information must be verified.
VQ.....This information must be verified if questionable.
VIO.....This information must be verified if incomplete, inaccurate, inconsistent, or outdated.
VS25.....This information must be verified if the source has changed or the amount has changed by more than \$25.

11600 Midpoint Reviews on 24 Month Certifications Elderly Simplified Application Project (ESAP)

SNAP MANUAL 01/01/2021

Households participating in the Elderly Simplified Application Project (ESAP) are composed of members aged sixty (60) or older or individuals living with a disability or both. These households do not receive a child support deduction, have earned income, or include minor dependent children. Any household that meets these criteria will be certified for thirty-six (36) months.

Households assigned thirty-six (36) month certifications are subject to the occasional reporting requirements.

Mark-Up

~~At any application (initial or recertification), a certification period of up to 24 months may be assigned to any household in which there is no earned income, all household members are eligible, and each household member is either age 60 or older or is an individual with disabilities as defined in the Glossary under Age 60 or older/individuals with disabilities or minor dependent children. A household composed entirely of members age 60 or older and individuals with disabilities and minor dependent children age 15 or younger may also be assigned a 24-month certification period if no household member has earnings or a child support deduction.~~

~~All households assigned a 24-month certification period are subject to the occasional reporting requirements (see SNAP 11350). Additionally, these households must submit a signed *SNAP Midpoint Review* (DCO-244) at the end of the first 12 months of the certification period.~~

~~On the last work day of each month or at the time of monthly extract, a DCO-244 will be generated for each household in its 10th month of certification when the certification period is longer than 12 months. For example, on January 31, a DCO-244 will be issued for each household with a certification period longer than 12 months when the 12th month of certification ends in March. DCO-244s will be accompanied by a report entitled "*FS Cases Selected for Annual Review for MONTH*" (SNAP 4026).~~

~~During the household's 11th month of certification, the county office will mail the DCO-244 to the household along with a *Midpoint Review Instruction Sheet* (DCO-235). The DCO-244 and DCO-235 should be mailed after the 15th day of the month but before the end of the month. The DCO-244 is intended to be used with a window envelope.~~

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11600 Midpoint Reviews on 24 Month Certifications Elderly Simplified Application Project (ESAP)

11620 Reporting Requirement for ESAP Households

11610 Processing Standards

SNAP MANUAL 0109/01/992021

11620 Reporting Requirements for ESAP Households

SNAP MANUAL 01/01/2021

Households in which adult members are aged sixty (60) or older or individuals living with a disability, no earned income, and no dependents will receive the Elderly Simplified Application Project (ESAP) annual reminder letter outlining the reporting requirements for their household.

The ESAP household must report the following:

- A change of more than fifty dollars (\$50.00) per month in the amount of unearned income;
- A change of more than one hundred dollars (\$100) per month in the amount of any type of income;
- A change in the source of income;
- A change in medical expenses;
- Any substantial gambling or lottery winnings;
- Any change in household composition; or
- A change of address.

These changes must be reported within ten (10) calendar days of the date the change becomes known to the ESAP household.

ESAP households are not required to contact their local county office to continue to receive benefits upon receipt of the letter. If the household does not contact the agency, no further action is required. If the ESAP household reports a change, the agency will act on the change.

The ESAP annual reminder letter will be generated twice for each household during the thirty-six (36) month certification period. The first letter will be issued in the eleventh month of the certification period. For example, if an individual is certified between August 2019 and September 2022, the letter will be generated in June 2020 for changes required to be reported by the end of July 2020.

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11600 Midpoint Reviews on 24 Month Certifications Elderly Simplified Application Project (ESAP)

11620 Reporting Requirement for ESAP Households

The second letter will be issued in the twenty-third month of the certification period. For example, if an individual is certified between August 2019 and September 2022, the second letter will be issued in June 2021. During the last twelve (12) months of the certification period, the household will be issued the recertification application.

- The household must return the *SNAP Midpoint Review (DCO-244)* no later than the 15th day of the household's 12th month of certification. If the 15th day of the month falls on a weekend or holiday, the deadline for receipt will be extended to the first work day following the 15th. Failure to return the DCO-244 by the last day of the 12th month of certification will result in case closure.

When a household returns a signed DCO-244 by the 15th day, the county must process the report before the end of the month. Any signed DCO-244 returned before the end of the 12th month of certification must be processed. When DCO-244s are processed after the end of the month, the household's benefits must be reinstated.

11621 Contacting the ESAP Household

SNAP MANUAL 01/01/2021

An informal contact is required to be conducted to verify information provided on the reported change when there is a likelihood the case may close. The household must be contacted by telephone or by mail before the change can be processed.

During the telephone contact, the caseworker will review the information presented on the *Change Report* or *Telephone Report* with the household to ensure the household verifies the information provided on the change is correct before closing the case.

If the household cannot be contacted by phone, the caseworker must send a *Request for Contact*. The *Request for Contact* must unambiguously explain what is needed to process the reported change. 11620 Interviews

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11600 Midpoint Reviews on 24 Month Certifications Elderly Simplified Application Project (ESAP)

11620 Reporting Requirement for ESAP Households

~~SNAP MANUAL 10/01/03XX/XX/XX~~

~~There is no requirement for a formal interview at the midpoint review. An informal interview may be conducted when information reported on the form is inaccurate, inconsistent or incomplete. (See the Glossary definition of Verification for definitions of the terms “inaccurate”, “inconsistent”, and “incomplete.”) Even then, when the household has reported information that can be clarified through the submission of documentary evidence, it will not be necessary to conduct an interview.~~

~~An interview may be conducted with any responsible household member or with the household’s authorized representative (AR). A telephone interview will be conducted whenever possible. If the household cannot be interviewed by telephone or does not wish to be interviewed by telephone, an in-office interview or a home visit may be substituted. Interviews will be scheduled via a *Request for Information at Midpoint Review* (DCO-103).~~

11640 Handling Medical Expenses

~~SNAP MANUAL 01/01/2021~~

~~At the time of the annual contact letter, previously unreported medical expenses of each household member must be declared. Previously reported medical expenses must remain unchanged until the household reports a change or until recertification. See SNAP 6500.~~

SNAP CERTIFICATION MANUAL – SECTION 11000

11600 Midpoint Reviews on 24 Month Certifications Elderly Simplified Application Project (ESAP)

11660 Shortening the Certification Period

11650 Notices

SNAP MANUAL 01/01/2021

An adequate notice will be issued to each household that reports a change during the certification period to advise the household that the reported change was processed. The change must be described on the notice. The notice should be received by the household before or about the same time that the next Supplemental Nutrition Assistance Program (SNAP) benefit becomes available.
11630 Processing Midpoint Review Forms

SNAP MANUAL 09/01/99XX/XX/XX

Returned *Midpoint Review Forms* (DCO-244) need not be fully completed. As long as the household returns a signed form, the worker may obtain the remainder of the needed information through an interview or other reliable documentary sources.

Unsigned DCO-244s received in the county office will be returned immediately to the household with a completed *Request for Information* (DCO-103). The household must be given at least 10 days from the date the notice is issued to return a signed form. If the form is returned after the end of the 12th month of certification but before the 10 day notice period expires, the household's benefits may be reinstated.

All medical expenses must be reported and verified at the midpoint review. See SNAP 11640 for instructions.

No special verification requirements will be imposed for changes reported at the time of the midpoint review. Households required to furnish verification must be allowed at least 10 days to do so. (It may be necessary to reinstate some cases in order to insure the household has 10 days to furnish verification.) When verification is needed, the worker will issue a DCO-103 to the household.

A household's case will not be closed solely due to failure to provide verification of a deductible expense. Instead, the expense will be disallowed. The case will be closed only if the household's net income exceeds the maximum allowed after the expense is disallowed. (See SNAP 8961 if the net income exceeds the maximum, but the household is categorically eligible.)

SNAP CERTIFICATION MANUAL – SECTION 11000

11600 Midpoint Reviews on 24 Month Certifications Elderly Simplified Application Project (ESAP)

11660 Shortening the Certification Period

Verification of deductible expenses received after the stated deadline will be handled as a reported change. The day after the date of receipt will be considered day one of the 10 day change processing period.

The following chart provides specific references to policy which explains the verification and processing of reported changes.

TYPE OF CHANGE	POLICY REFERENCE
RESIDENCE/ADDRESS	
HOUSEHOLD COMPOSITION	
LIQUID RESOURCES/VEHICLES	
INCOME	

~~NOTE: Changes in shelter costs are only required to be reported when the household has actually moved to another address. Households that do report a change in shelter costs when the midpoint review is submitted have the right to choose between using the actual utility costs or the utility standard in the SNAP budget when the midpoint review is processed.~~

~~Any change in SNAP benefit amount resulting from a change reported at the midpoint review will be effective in the 13th month of the certification period.~~

~~If, as a result of a change reported at the midpoint review, a household becomes ineligible, the case will be closed unless the household is categorically eligible as explained in SNAP 8961.~~

~~If the household is no longer entitled to a 24-month certification period due to a change reported on the midpoint review, the case will not be closed. Instead, the household's certification period will be shortened as instructed in SNAP 11660.~~

11640 Handling Medical Expenses

SNAP MANUAL 06/01/01XX/XX/XX

SNAP CERTIFICATION MANUAL – SECTION 11000

11600 Midpoint Reviews on 24 Month Certifications Elderly Simplified Application Project (ESAP)

11660 Shortening the Certification Period

~~At the time of the midpoint review, the medical expenses of each household member must be declared and verified. See SNAP 6500-6526 for a full explanation of the procedures for allowing a medical deduction.~~

~~When an applicant household is assigned a certification period longer than 12 months, the household will be given the following options for handling one-time medical expenses incurred by the household during the first 12 months:~~

~~Deducting the expense for one month; or~~

~~Averaging the expense over the remainder of the first 12 months of the certification period; or~~

~~Averaging the expense over the remainder of the entire 24-month certification period.~~

~~Any one-time medical expenses that were prorated over part or all of the household's first 12 months of certification must be dropped when the *Midpoint Review Form* (DCO-244) is processed.~~

~~One-time medical expenses will be allowed in the second twelve-month period if the expense was incurred or payment otherwise became due in the month of the midpoint review or the month prior to the midpoint review. Any expenses no longer being incurred by the household must be dropped from the budget, and new expenses must be added to the budget.~~

~~When a one-time medical expense is reported at the midpoint review or during the second 12 months of the household will be given the following options:~~

~~Deducting the expense for one month; or~~

~~**Averaging the expense over the remainder of the certification period.**~~

~~**If the household declares medical expenses but does not provide verification or provides inadequate verification, this information will be requested via the *Request for Information* (DCO-103). The household may provide this information at any time before the end of the 12th month of certification unless the DCO-103 is sent during the last 10 calendar days of that month. In that case, the household must be allowed 10 days to provide the needed verification of medical expenses.**~~

SNAP CERTIFICATION MANUAL – SECTION 11000

11600 Midpoint Reviews on 24 Month Certifications Elderly Simplified Application Project (ESAP)

11660 Shortening the Certification Period

~~Failure to return verification of medical expenses must not cause the household's case to close unless net income exceeds the standards as a result of the disallowance of unverified medical expenses.~~

~~11650 Notices~~

~~SNAP MANUAL 06/01/01XX/XX/XX~~

~~An adequate notice will be issued to each household at midpoint review to advise the household that the review has been completed. Any changes must be explained on the notice. The notice should be received by the household before or at about the same time that the next SNAP benefits should become available.~~

~~These notices will be issued manually via a *Notice of Action (DCO 1)*.~~

~~11660 Shortening the Certification Period~~

~~SNAP MANUAL 09/01/99XX/XX/XX9~~

~~If the household is no longer entitled to a 24-month certification period due to a change reported on the midpoint review, the case will not be closed. Instead, the household's certification period will be shortened as instructed here in SNAP 11660.~~

~~When a change is keyed to a case with a certification period longer than 12 months and the household is no longer eligible for the longer certification period, a system edit requires that the household's certification period be shortened. The new certification period must end two full months after the change becomes effective. (For example, if the change will become effective in July, the certification period will end in September.) This allows for the automatic generation of a *Notice of Expiration (DCO 239)*.~~

~~To shorten a 24-month certification period the county office worker eligibility worker must:~~

~~Run a budget to determine the results of the action. Shorten the certification period to expire two months from the date of expiration of the advance notice of adverse action. (This will allow time for the DCO 239 to be automatically generated.) Do not submit the budget.~~

SNAP CERTIFICATION MANUAL – SECTION 11000

11600 Midpoint Reviews on 24 Month Certifications Elderly Simplified Application Project (ESAP)

11660 Shortening the Certification Period

~~Make the increase effective with the next month's benefits if, as a result of the change, the household's benefits will increase. (Supplemental benefits may be required.) Make the decrease effective with the first month following the expiration of the NOAA if benefits will decrease.~~

~~Manually prepare an advance notice of adverse action (NOAA) to advise the household that the certification period will be shortened. If the change will result in an increase or decrease in benefits, the NOAA must also advise the household of the change in benefits.~~

~~Submit the budget to the mainframe if the household does not appeal the action during the 10-day adverse action period. If the household appeals the action, do not submit the budget until the hearing is conducted.~~

~~11700 Mass Changes~~

11660 Shortening the Certification Period

SNAP MANUAL 01/01/2021

When an Elderly Simplified Application Project (ESAP) household no longer meets the ESAP criteria, the household's certification period must be shortened when possible. The household must be notified of the new certification period and new reporting requirements.

Mark-Up

SNAP CERTIFICATION MANUAL – SECTION 11000

11700 Mass Changes

11710 Notices of Changes

11700 Mass Changes

Mass changes are based on legislative or regulatory actions that affect all or a substantial portion of the statewide Supplemental Nutrition Assistance Program (SNAP) caseload. Households are not responsible for reporting changes that will be handled as a mass change.

Examples of mass changes include:

- Changes in the income eligibility standards;
- Changes in the earned income deduction, standard deduction, dependent care deduction, or shelter deduction;
- Yearly changes in the SNAP benefit amount on the (New Basis of Issuance (NBI));
- Cost of Living Adjustment (COLA) on Supplemental Security Income (SSI) or Social Security Administration (SSA) payments; and
- Changes in the Transitional Employment Assistance (TEA) rate of payment.

Cost of living adjustments will be effective in the month of the increase, unless the case cannot be automatically adjusted. Cases that cannot be automatically adjusted will be processed manually. Manually processed cost of living adjustments must be reflected in the SNAP case no later than the second issuance of benefits one (1) month after the change was effective. Mass changes are based on legislative or regulatory actions that affect all or a substantial portion of the statewide SNAP case load. Households are not responsible for reporting changes that will be handled as a mass change.

Examples of mass changes include:

Changes in the income eligibility standards;

Changes in the earned income deduction, standard deduction, dependent care deduction, or shelter deduction.

Changes in the SNAP benefit amount (NBI);

Cost of living adjustments (COLA) on SSI or SSA payments; and

Changes in the TEA rate of payment.

SNAP CERTIFICATION MANUAL – SECTION 11000

11700 Mass Changes

11710 Notices of Changes

~~COLAs will be effective in the month of the increase unless the case cannot be automatically adjusted. Cases that cannot be automatically adjusted will be processed manually. Manually processed COLAs must be reflected in the SNAP case no later than the second issuance of benefits available to the household after the month in which the change was effective.~~

11710 Notices at Mass Change

SNAP MANUAL [0109/01/992021](#)

Notices will be mailed to all affected households. Depending on the nature of the change, the notices may either be general or specific.

General notices will explain the nature of the change, how the change may affect the household's [Supplemental Nutrition Assistance Program \(SNAP\)](#) benefits, who the household may contact if there are questions, and how the household may request an administrative hearing. Specific notices contain the same information; however, the household's old and new SNAP benefit amount will be stated.

11720 Reports at Mass Change

SNAP MANUAL [0109/01/992021](#)

Reports generated at the time of a mass change may include the *List of Changes*, a *Mismatch List* and a *List of Closures*. Not all reports are generated at-for all mass changes. For example, a mismatch list is generated for a ~~COLA~~-mass change in Cost of Living Adjustment (COLA), but not for ~~an~~ a New Basis of Issuance (NBI) mass change.

The county's responsibilities for clearing these reports are explained in [SNAP 11721-SNAP 11721-11730](#) through [SNAP 11730](#).

SNAP CERTIFICATION MANUAL – SECTION 11000

11700 Mass Changes

11710 Notices of Changes

11721 List of Changes

SNAP MANUAL ~~0109/01/99~~2021

This report is generated ~~at for~~ every mass change under various titles. It is provided mainly for reference. The information that appears on this report is listed below:

- Case name
- Case number
- Category (NA or PA)
- Current ending certification date
- Old Supplemental Nutrition Assistance Program (SNAP) benefit amount
- New SNAP benefit amount

Other information will be provided depending on the nature of the change.

11722 List of Mismatches

SNAP MANUAL ~~09/01/99XX/XX/XX~~

~~This report is generated at a mass change when income on the SNAP file must be matched to income on other files. Changes that require this type of matching include, but are not limited to, SSA and/or SSI increases and decreases.~~

~~**NOTE:** SSA amounts do not appear on the Recipient Master File unless the member also receives SSI. Increases in SSA that cannot be obtained from the Recipient Master File are calculated.~~

~~The mismatch list is a report of the cases which could not be automatically changed because a problem existed with the information on either file. The report contains the following information:~~

- ~~Name & SSN of the case head~~
- ~~Category (NA or PA)~~
- ~~Ending date of the certification period~~
- ~~SSN of member whose income mismatched~~

~~Other information will be provided depending on the nature of the change.~~

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11700 Mass Changes

11710 Notices of Changes

The reason for the mismatch is indicated by a code. These codes are listed below:

- 01—Two individuals on the Recipient Master File (ACES) have the same SSN.
- 02—Two household members on the SNAP Master File (FACTS) have the same SSN.
- 06—Income which appears on ACES for a household member does not appear on FACTS for the same member.
- 07—Income which appears on FACTS for a household member does not appear on ACES for the same member.
- 08—SNAP benefits would have increased if the case had been recalculated.
- 09—The new amount of income on the case page of WFSM differs by more than \$2 from the sum of the amounts calculated for members on WFSM. Therefore, case and member's income do not agree.
- 10—An SSA amount is on FACTS for an SSI recipient, but the SSA is not on ACES for that member.

The following actions must be completed to clear a mismatch:

- Obtain the case record.
- Resolve the discrepancy that caused the mismatch.
- Recalculate the budget using the new income amounts. Verify the new income amount using information available in the county office. (When only SSA is received, calculate the new SSA amount using the current percentage of increase.)
- Issue an advance notice of adverse action if the household's benefits will decrease or the case will close.

11723 List of Closures

~~SNAP MANUAL 09/01/99XX/XX/XX~~

This is a listing of cases closed during the mass change because the net income exceeds the maximum allowed. These reports are generated only to counties where at least one case closure occurred. The following information appears on the report.

- The name and SSN of the case head
- Category (NA or PA)
- Old and new net income amounts

SNAP CERTIFICATION MANUAL – SECTION 11000

11700 Mass Changes

11710 Notices of Changes

~~Each case listed on the report must be examined by a county office worker eligibility worker to ensure the validity of the closure. If the closure is found to be correct, the worker will document that the case has been checked and the closure found to be correct. The worker will initial and date this documentation. No additional action is required since closure notices are issued automatically.~~

~~If the closure is incorrect, the case must be reopened. No new application is required.~~

Mark-UP

SNAP CERTIFICATION MANUAL – SECTION 11000

11700 Mass Changes

11730 Administrative Hearing Rights at Mass Changes

11730 Administrative Hearing Rights at Mass Change

SNAP MANUAL 0109/01/992021

Households are advised via an automated notice of their rights to an administrative hearing. For valid closures, benefits will be reinstated only if the household feels policy was misapplied or the budget was computed incorrectly.

The household's statement of when the notice was received will be used to determine the ten (10) day advance notice period during which reinstatement may be requested. In questionable cases, Division of County Operations (DCO) System Support will be contacted to determine the date the notice was mailed.

~~The household's statement of when the notice was received will be used to determine the 10 day advance notice period during which reinstatement may be requested. In questionable cases, the Supplemental Nutrition Assistance Program Section, Central Office, will be contacted to determine the approximate date the notice was mailed.~~