

# ARKANSAS REGISTER

## Transmittal Sheet

Use only for **FINAL** and **EMERGENCY RULES**



Secretary of State

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For Office

Use Only:

Effective Date \_\_\_\_\_ Code Number \_\_\_\_\_

Name of Agency Department of Human Services

Department Division of County Operations

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Statutory Authority for Promulgating Rules Arkansas Code Annotated §§ 20-76-201, 20-77-107 and 25-10-129.

**Rule Title:** Elderly Simplified Application Project (ESAP)

**Intended Effective Date**

(Check One)

**Date**

☐ Emergency (ACA 25-15-204)

Legal Notice Published .....

09.25.2020

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(Must be more than 10 days after filing date.)

Reviewed by Legislative Council .....

12.18.2020

Adopted by State Agency .....

01.01.2020

Electronic Copy of Rule e-mailed from: (Required under ACA 25-15-218)

Toni. Roy

Toni.Roy@dhs.arkansas.gov

12.18.2020

Contact Person

E-mail Address

Date

### CERTIFICATION OF AUTHORIZED OFFICER

I Hereby Certify That The Attached Rules Were Adopted  
In Compliance with the Arkansas Administrative Act. (ACA 25-15-201 et. seq.)

Signature

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Phone Number

E-mail Address

Director, Division of County Operations

Title

12.18.2020

Date

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8100 Initial Application Process – Summary

### 8981 Processing Application when Child Abuse has occurred

## 8100 Initial Application Process – Summary

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SNAP Manual 01/01/2021

The following applications are initial applications:

- An application from a household that has never received Supplemental Nutrition Assistance Program (SNAP) benefits.
- An 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 from a household whose SNAP case closed if the household does not reapply within thirty (30) days from the last day of the month of closure.

The initial application process begins the day an application is submitted to the 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. 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 application date. Applications not approved or denied by the thirtieth day must be evaluated to determine if the household or the 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.

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.
2. Providing each adult household member with assistance completing voter registration application as explained in the 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. Registering members not exempt from work requirements.
6. Determining that all members have declared or applied for 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 agency, and scanning into the electronic case file as specified.
10. Issuing forms and notices to the household as specified.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8100 Initial Application Process – Summary

### 8981 Processing Application when Child Abuse has occurred

SNAP 8000 explains the process of filing an application, registering an application, interviewing a household, and determining fault when an application is delayed. 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

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 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 a 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 during regular office hours on the same day the household initially contacts the county office to request an application.
6. The right to complete a voter registration application as explained in the Voter Registration Appendix.

## 8130 The Agency's Responsibilities

SNAP Manual 01/01/2021

The agency has the following responsibilities:

1. To prominently display the following posters:
  - "And Justice for All" (AD-475A)
  - "USDA Food Assistance" (FNS-200)
  - The Client Assistance Hotline Number poster

*These posters must be displayed in at least each waiting area designated for Supplemental Nutrition Assistance Program (SNAP) benefit applicants and recipients.*

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2. To provide SNAP benefit applications.  
*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.*
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.
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.  
*All completed applications must be registered in the eligibility system to allow monitoring. 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.*
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.

## 8131 Monitoring Timeliness

SNAP Manual 01/01/2021

Supplemental Nutrition Assistance Program (SNAP) benefits must be available to eligible households no later than the 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.

If the household provides the required verification on or before the thirtieth day of the application-processing period, the application will be approved if eligible.

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

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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-day period. See SNAP 8230.

SNAP benefit application statistics must be monitored daily to ensure that timeliness standards are met.

### 8140 Contacting the County Office

SNAP Manual 01/01/2021

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.

### 8142 Applicants Who Move out of the County or State

SNAP Manual 01/01/2021

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.

### 8150 Withdrawing Applications

SNAP Manual 01/01/2021

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. The household's request to withdraw an application will be documented in the 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 applications are not returned to any household that withdraws an application.

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## 8170 Screening Applications

SNAP Manual 01/01/2021

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. See SNAP 9300-9400.

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 least a name, address, and a signature deemed acceptable by the agency will be returned to the applicant with a notice. The agency will retain a copy of the incomplete application and the notice, making sure to document the actions taken in the eligibility system.



# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8200 The Application Interview

### 8981 Processing Application when Child Abuse has occurred

## 8200 The Application Interview

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SNAP Manual 01/01/2021

A certified Department of Human Services (DHS) eligibility worker must conduct an interview with each Supplemental Nutrition Assistance Program (SNAP) benefit applicant. For 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 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, or 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. When applicants 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 or request that someone else complete the interview, all circumstances surrounding the incident will be fully documented and reported to agency management staff.

### 8210 Same Day Interviews

SNAP Manual 01/01/2021

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 agency of routinely assigning an appointment time for the interviews. The eligibility worker must document the date of the interview in the electronic case record.

### 8220 Interviews Scheduled at a Later Date

SNAP Manual 01/01/2021

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

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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.

## 8230 Scheduling Interviews

SNAP Manual 01/010/2021

An interview must be scheduled upon receipt of an application 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, 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 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 calculated from the application date. See SNAP 8520.

## 8240 Conducting Interviews

SNAP Manual 01/01/2021

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.
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.*
4. Applicants must be advised of their right to a confidential interview.
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 (SNAP 530), their right to review the contents*



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## 8200 The Application Interview

### 8981 Processing Application when Child Abuse has occurred

- 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 publication, Your Rights and Your Responsibilities, will be given to the household.*
6. The applicant must be advised that all 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.
  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 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.
    - 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.
  10. The agency will be required to explain SNAP-Education (SNAP-Ed) to the household.

## 8250 Interview Options

SNAP Manual 01/01/2021

Normally, a face-to-face interview with the applicant is conducted in the county office. However, the office interview will be waived. Telephone interviews will be granted for all applications submitted through [Access Arkansas](#), unless the household requests a face-to-face or virtual interview.

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

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

### 8981 Processing Application when Child Abuse has occurred

#### *Elderly Simplified Application Project*

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 01/01/2021

Interviews with authorized representatives will be conducted when requested by the household. An authorized representative is an individual designated on the application, *Consent for an Authorized Representative*, or in writing by the casehead, his or her spouse, or another responsible household member.

Interviews with 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 representative 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 representative. Therefore, if possible, the casehead, 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 900-983.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8300 Household Cooperation

### 8981 Processing Application when Child Abuse has occurred

## 8300 Household Cooperation

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SNAP Manual 01/01/2021

Before eligibility can be determined, the household must:

- Complete and sign the application;
- 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 for a Social Security number (SSN) for any household member will result in the disqualification of that member at the time of the refusal. See SNAP 2200.

A household able to cooperate that 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.

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 assist the household in obtaining all necessary information.

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

Households denied for refusal to cooperate may 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.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8500 Normal Processing Standards

### 8981 Processing Application when Child Abuse has occurred

## 8500 Normal Processing Standards

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SNAP Manual 01/01/2021

The normal processing standard for an initial 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 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 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 that does not contain the applicant's name, address, and a signature deems acceptable by the agency of the applicant or 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* if the application is delayed while waiting for additional information. For households eligible to participate in the Elderly Simplified Application Project (ESAP), the eligibility worker must gather any necessary 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 provides adequate information for the 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. If the thirtieth day falls on a weekend or holiday, the notice of denial must be sent on the first workday after the thirtieth day.

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### 8981 Processing Application when Child Abuse has occurred

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

When an application remains pending on the thirtieth 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 agency or the applicant is at fault for the delay in processing the application.

Full instructions for determining fault and taking corrective actions are located in SNAP 8506-8540. 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 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 the thirtieth day or if the thirtieth day falls on a weekend or holiday, the first workday after the 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.

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

## 8501 Scheduling Appointments

SNAP Manual 01/01/2021

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 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 day, the application will be denied effective the thirtieth day. See SNAP 8501.1. Day one (1) is the day following the date the application is received by the county office. See SNAP 8210.

All applications submitted online will be granted a telephone interview, unless the household requests a face-to-face or virtual interview.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8500 Normal Processing Standards

### 8981 Processing Application when Child Abuse has occurred

#### 8501.1 Missed Interview

SNAP Manual 01/01/2021

A *Notice of Missed Appointment* 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

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.

#### 8503 Time Frames for Processing Denials

SNAP Manual 01/01/2021

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 twentieth day and do not request another appointment will be denied effective the thirtieth day. 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 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.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8500 Normal Processing Standards

### 8981 Processing Application when Child Abuse has occurred

When an application remains pending on the thirtieth day because the worker lacks 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. See SNAP 8506-8540. A notice of denial must be sent no later than the thirtieth day following the date of the application. On the denial notice, the effective day of denial (the denial date) will be the thirtieth day. Even if the thirtieth day falls on a weekend or holiday, the effective date remains the date of the thirtieth day. Denials should be entered into the system no later than the first workday following the thirtieth day and no earlier than the thirtieth day.

### 8504 Contents of Denial Notice

SNAP Manual 01/01/2021

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.

The *Notice of Action* must advise the household of the following information:

- The application has been denied and the reason for the denial.
- 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 01/01/2021

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 a Social Security number (SSN) are met. See SNAP 9440-9446.



# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8500 Normal Processing Standards

### 8981 Processing Application when Child Abuse has occurred

When a household is found eligible to participate in the 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*, 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* must be issued to the household. When applicable, the semi-annual reporting 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* will be issued to the household. Either an automated or a manual notice may be issued. The application will not be returned to the household.
2. The denial will be keyed via the eligibility system.

## 8506 Pending Applications

SNAP Manual 01/01/2021

At the time of the application interview, the eligibility worker may find that a Supplemental Nutrition Assistance Program (SNAP) applicant must provide additional information or verification to establish eligibility. Households that fail to provide needed verification at the time of the application interview must provide all required information by the 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).

At the time of the interview, the household will be notified 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*. 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.

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## 8500 Normal Processing Standards

### 8981 Processing Application when Child Abuse has occurred

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 detailing verification of medical costs, and SNAP 6627 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. 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.

If a household provides requested verification and the worker determines that additional information is needed, a *Request for Information* will be issued to advise the 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 thirtieth 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 thirtieth day, but missing verification is supplied on or before the sixtieth 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 01/01/2021

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

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

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8500 Normal Processing Standards

### 8981 Processing Application when Child Abuse has occurred

#### 8520 Determining Fault - County Caused Delay

SNAP Manual 01/01/2021

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

- Scheduled the first appointment for an interview by the twentieth day after the date of application;
- Provided the household with a statement of required verification; or
- Allowed the household 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. If unable to complete the process, a *Notice of Action* 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*
- Allowed the household 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 *Request for Information*, a *Request for Information* will be prepared and mailed to the household. The form must specify the information that must be provided by the sixtieth day after the date of application. If the sixtieth day falls on a weekend or holiday, this will be the first workday after the sixtieth day.

#### 8521 Determining Fault - Client Caused Delay

SNAP Manual 01/01/2021

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 thirtieth day of the application period. This applies when a household is interviewed on or before the thirtieth day of the application period and refuses to provide the information needed to complete the application.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8500 Normal Processing Standards

### 8981 Processing Application when Child Abuse has occurred

If a household attended an interview scheduled on or before the twentieth day of the application period and was properly notified of any missing information via the *Request for Information*, the delay is considered the fault of the household. The household's application may be reinstated up to the sixtieth day. If a household failed to appear for an interview scheduled on or before the twentieth day of the application period and makes no request to reschedule the interview, the application will be denied on the thirtieth 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 thirtieth day unless additional requests for rescheduling of interviews can be granted before the thirtieth day. If the application must be denied on the thirtieth day, the household must submit another application.

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

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8500 Normal Processing Standards

### 8981 Processing Application when Child Abuse has occurred

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

SNAP 01/01/2021

All applications that have been neither approved or denied before the sixtieth day of the application-processing period must be evaluated on the sixtieth day. The resulting action depends upon whether the second delay in application was the fault of the household or the fault of the agency.

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 thirty-day period, the application will be denied. If the household wishes to participate in the 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 fiftieth 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, *Request for Information* or failed to process the application. If the delay is the fault of the agency, corrective action must be taken.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8600 Budgeting

### 8981 Processing Application when Child Abuse has occurred

## 8600 Budgeting

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SNAP MANUAL 01/01/2021

Initial case actions are budgeted prospectively. See SNAP 7100.

### 8610 Prorated Initial Benefits

SNAP Manual 01/01/2021

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 begin 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.

If a household lived in another state but made application in Arkansas before the SNAP case in the other state closed, the household is not eligible to receive SNAP benefits in Arkansas until the previous case is closed. The household will not receive prorated benefits for the application submitted in Arkansas. See SNAP 1300.

### 8611 Proration for Migrant and Seasonal Farm Worker Households

SNAP Manual 01/01/2021

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.

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 has no proof, the eligibility worker will 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.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8600 Budgeting

### 8981 Processing Application when Child Abuse has occurred

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

#### 8620 Minimum SNAP Benefits

SNAP Manual 01/01/2021

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 *Exhibit A - SNAP Basis of Issuance Charts*. To determine the minimum benefit amount for one (1) and two (2) person households. See SNAP 8630.

To determine the minimum benefit amount for households with three (3) or more members. See SNAP 8640.

#### 8630 Minimum SNAP Benefits for One and Two Members

SNAP Manual 01/01/2021

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

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

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

#### 8640 Minimum SNAP Benefits – Three or More Members

SNAP Manual 01/01/2021

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 according to household size, and 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*.



# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8600 Budgeting

### 8981 Processing Application when Child Abuse has occurred

#### 8641 Benefits for Categorically Eligible Households

SNAP Manual 01/01/2021

Categorically eligible households with one (1) or two (2) members will receive a minimum benefit 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).

#### 8650 Retroactive Benefits

SNAP Manual 01/01/2021

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.

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.

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.

#### 8651 Aggregate Benefits

SNAP Manual 01/01/2021

A household that files an initial application after the 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 8610.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8600 Budgeting

### 8981 Processing Application when Child Abuse has occurred

Households that apply after the fifteenth 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.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8700 Certification Period

### 8981 Processing Application when Child Abuse has occurred

## 8700 Certification Period

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SNAP Manual 01/01/2021

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.

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

Eligibility for SNAP benefits cease at the end of each certification period. All households participating in regular SNAP must be re-certified before additional benefits will be issued.

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

## 8710 Assigning Certification Periods

SNAP Manual 01/01/2021

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

1. Households consisting totally of adults aged sixty (60) or older or individuals living with a disability with no earnings or child support deduction will be assigned a thirty-six (36) month certification period. These households will be subject to annual reviews.

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.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8700 Certification Period

### 8981 Processing Application when Child Abuse has occurred

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 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. 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 (4) months as explained in SNAP 5662-5691.
  - All households containing an Able-Bodied Adult Without Dependents subject to the Requirement to Work.
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.
6. Households in alcoholism or drug addiction treatment centers will usually be assigned a one (1) or two (2) month certification period.
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

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8700 Certification Period

### 8981 Processing Application when Child Abuse has occurred

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) member who is subject to the Requirement to Work, and the member has received one (1) or two (2) countable months while not fulfilling the requirement to work.

## 8720 Prioritizing Assignment of Certification Period

SNAP Manual 01/01/2021

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 or drug addiction treatment center will be assigned a one (1), two (2), or three (3) month certification period.

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

- Homeless households
  - Migrant and seasonal farm-worker households
  - Households with strikers
  - Households with self-employment income when the worker is awaiting verification of the last year's self-employment income
- Households containing an Able-Bodied Adult subject to the Requirement to Work or who may become subject to the Requirement to Work.

Households where all members are Supplemental Security Income (SSI) recipients 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.

An Elderly Simplified Application Project (ESAP) household composed of adults aged sixty (60) or older or individuals living with a disability that do not

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8700 Certification Period

### 8981 Processing Application when Child Abuse has occurred

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 01/01/2021

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. 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.

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.

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*. In addition, a *Change Report* will be issued to the household.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8800 Forms and Notices Supplied at Certification

### 8981 Processing Application when Child Abuse has occurred

## 8800 Forms and Notices Supplied at Certification

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SNAP Manual 01/01/2021

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

See SNAP 8810 - 8830.

### 8810 Approval Notice

SNAP Manual 01/01/2021

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 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*. All required information must be included.



# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8800 Forms and Notices Supplied at Certification

### 8981 Processing Application when Child Abuse has occurred

## 8820 Change Report Form

SNAP Manual 01/01/2021

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* and a business reply mail envelope was not issued to the household during the application interview, a *Change Report* and business reply mail envelope will be issued at application approval. A *Change Report Form* and a *Change Report Addendum: Reporting Requirements* form will be provided to the household. If a *Change Report Form* 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, and the *Semi-Annual Reporting 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 eligibility worker will discuss reporting requirements with you. You may also view or download your Semi-Annual Reporting Publication if applicable.*

## 8821 Semi-Annual Reporting

SNAP Manual 01/01/2021

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

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

## 8830 Notice of SNAP Certification Expiration

SNAP Manual 01/01/2021

Each household certified for twelve (12) months or less must receive a recertification application before the first day of the last month of the household's certification period. The recertification

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8800 Forms and Notices Supplied at Certification

### 8981 Processing Application when Child Abuse has occurred

application 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 ensure uninterrupted receipt of benefits and the date for the household's interview appear on the recertification application. A recertification application will be manually issued at the time an initial application is approved if the household is being assigned a one (1) or two (2) month certification period. A *recertification application* will also be issued manually if the household is being certified for three (3) or more months, but one (1) or more months of the certification period is retroactive, and the recertification application 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*.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8900 Special Procedures at Initial Application

### 8981 Processing Application when Child Abuse has occurred

## 8900 Special Procedures at Initial Application

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### 8920 Processing Joint SSI/SNAP Applications

Supplemental Nutrition Assistance Program (SNAP) households composed only of Supplemental Security Income (SSI) applicants 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 01/01/2021

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 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 office, through Access Arkansas, or at the Department of Human Services (DHS) county office.
2. Accepting SNAP Applications  
If the household chooses to apply for SNAP benefits at the Social Security Administration (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 all members of the household are SSI recipients, the SSA office will offer the household a SNAP application and will refer the household to the appropriate DHS office and Access Arkansas.
5. Providing Other Information

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 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 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 indicate that on page one (1) of the SNAP application. 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 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. 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

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 have the required verification at the time of the SSA interview, the SSA representative must advise the

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8900 Special Procedures at Initial Application

### 8981 Processing Application when Child Abuse has occurred

household of the verification needed. The local DHS county office must contact the household to obtain this verification.

## 8940 DHS Responsibilities

SNAP Manual 01/01/2021

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 8500-8530 for an explanation of the processing periods for initial applications. See SNAP 9400-9600.
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 to a physical or mental impairment and must state if or when he or she may be able to return to work.

5. Assign the Proper Period of Certification

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8900 Special Procedures at Initial Application

### 8981 Processing Application when Child Abuse has occurred

See 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.

#### 6. Develop Proper Controls

Each county office must determine if any member of a household applying through the SSA is already participating in the SNAP.

## 8945 The Prerelease Program

SNAP Manual 01/01/2021

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. 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 will be mailed to the Department of Human Services (DHS) 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 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
- Any changes in the applicant's address, as when the applicant moves to an address other than the one reported on the original application

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8900 Special Procedures at Initial Application

### 8981 Processing Application when Child Abuse has occurred

#### 8946 Processing Applications From Prerelease Participants

SNAP Manual 01/01/2021

When an application for Supplemental Nutrition Assistance Program (SNAP) benefits labeled “PRERELEASE” is accompanied by a Social Security Administration (SSA) Transmittal 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 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. If verification of identity is needed for expedited prerelease applicants, SSA may be able to provide this verification by telephone or by fax. See the glossary definition of “Verification” 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 3210-3290.

When a prerelease application is submitted for an applicant who will be moving into a household that is already participating in the SNAP, this household will be contacted. The eligibility worker will establish the applicant’s status as a separate household using SNAP 1630-1632.1. 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. The change will be considered reported when the SSA Transmittal stating the applicant’s date of release is received by the county. The application will



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### 8981 Processing Application when Child Abuse has occurred

be denied if registration has occurred. Documentation of all circumstances surrounding this action must appear in the case file.

### 8950 Quality Assurance Reviews on Applications Taken by SSA

SNAP Manual 01/01/2021

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 SNAP 13300.

### 8960 Potentially Categorically Eligible Households

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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 potentially categorically eligible.

Potentially categorically eligible households entitled to expedited services as specified in SNAP 9200 will be processed as instructed in SNAP 9000 of this manual.

### 8961 Eligible Households

SNAP Manual 01/01/2021

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) or Transitional Employment Assistance (TEA) case assistance application is approved.

### 8962 Ineligible Households

SNAP Manual 01/01/2021

If a potentially categorically eligible household is ineligible based on residency, the Social Security number (SSN), 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 to the

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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 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 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 the TEA application is later approved, the 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 SSI 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 when the SNAP benefit amount is calculated.

## 8970 Joint SNAP and TEA Applications

SNAP Manual 01/01/2021

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 SNAP 9441. Information verified for the TEA application that is relevant to SNAP eligibility will be used in processing the SNAP application, and the household will not be asked to re-verify this information under SNAP rules.

If a household has met all SNAP requirements, but information is still needed to process the TEA application, the SNAP application will be approved immediately. See SNAP 8500. 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.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8900 Special Procedures at Initial Application

### 8981 Processing Application when Child Abuse has occurred

No household will have its application for SNAP benefits denied solely because an application for TEA 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 eligibility worker must make clear to the household that the application requirements 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 casehead began working or because the household has reached its time limits.

When the SNAP part of a joint application is denied under 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.

### 8971 Scheduling Joint SNAP and TEA Interviews

SNAP Manual 01/01/2021

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.

### 8972 Processing Joint SNAP and TEA Applications

SNAP Manual 01/01/2021

Once the interview 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 ensure that workers work as a team so that the household is not asked to provide duplicate verification.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8900 Special Procedures at Initial Application

### 8981 Processing Application when Child Abuse has occurred

## 8980 Processing Applications When Child Abuse Has Occurred

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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 according to the expedited processing standards contained in SNAP 9400-9446. If households are not entitled to expedited processing, the county office will schedule the household's interview according to the 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."

Due to the household's special circumstances, the worker will assist the household, whenever possible, to obtain any information 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.

# SNAP CERTIFICATION MANUAL – SECTION 8000

## 8900 Special Procedures at Initial Application

### 8981 Processing Application when Child Abuse has occurred

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.

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10100 Recertification – Summary

### 10110 Regular Households

## 10100 Recertification – Summary

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SNAP Manual 01/01/2021

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.

### 10110 Regular Households

SNAP Manual 01/01/2021

Regular households will complete the recertification application to apply for continued participation in the Supplemental Nutrition Assistance Program (SNAP).

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 eligibility worker will conduct an interview by telephone, face-to-face, or virtually. During the interview, the eligibility worker will request 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 worker will issue a *Notice of Missed Appointment* to the household. If the household does not request another appointment for an interview, the application for recertification will be denied.

If the household is interviewed, the worker either will determine eligibility or request additional information, *Request for Information*.

### 10120 Elderly Simplified Application Project (ESAP)

SNAP Manual 01/01/2021

The recertification process begins when a system-generated packet containing an application for recertification and the notice of expiration are mailed directly to the household. The

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10100 Recertification – Summary

### 10130 Applications for Recertification Filed at SSA Office

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).

Households assigned an extended certification that complete the recertification application 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.

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

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 eligibility worker will review the application with the household.

The application cannot 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

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.

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10200 Receipt of a Notice of Expiration

### 10210 Contents of the Notice of Expiration/Application for Recertification

## 10200 Receipt of a Notice of Expiration

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SNAP MANUAL 01/01/2021

All currently certified households, including households certified longer than twelve (12) 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 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 recertification application for scheduling the household's next telephone, virtual, or face-to-face interview.

To assist an expedited household in reapplying for continued Supplemental Nutrition Assistance Program (SNAP) benefits, the eligibility worker 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 01/01/2021

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 if required, complete the processing steps, and 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 applications are not available through Access Arkansas.
- A statement of the household's right to have an application accepted if it is signed and contains a legible name and address.



# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10200 Receipt of a Notice of Expiration

### 10210 Contents of the Notice of Expiration/Application for Recertification

- An explanation of the interview requirement and the household's option to request a face-to-face interview instead of a telephone interview.
- 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 on the sixteenth day.

The following information will be printed on the recertification application:

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

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

- The household is certified for one (1) month or for two (2) months; for example, 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.

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

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10300 Timely Submission of an Application for Recertification

### 10310 Uninterrupted Benefits

## 10300 Timely Submission of an Application for Recertification

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SNAP MANUAL 01/01/2021

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 households certified for four (4) or twelve (12) months, a recertification application submitted by the fifteenth day of the last month of certification is timely filed.

### 10310 Uninterrupted Benefits

SNAP MANUAL 01/01/2021

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

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10400 Untimely Submission of an Application for Recertification

### 10400 Untimely Submission of an Application for Recertification

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SNAP MANUAL 01/01/2021

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

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SNAP MANUAL 01/01/2021

Households that submit a timely recertification application 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.

### 10510 Scheduling Recertification Interviews

SNAP MANUAL 01/01/2021

The household will be mailed or handed a *Notice of Recertification Appointment* 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* to schedule a date and time for a telephone, virtual, or face-to-face interview.

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 recertification application. If the applicant has not submitted required verification with the application, an eligibility worker will complete the *Notice of Recertification Appointment* indicating the appointment date and time and the specific information that the household needs to supply.

### 10511 Conducting Recertification Interviews

SNAP MANUAL 01/01/2021

On the day of the scheduled telephone interview, an eligibility 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 eligibility worker will attempt to contact the household two (2) more times within the time allowed for the interview.

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, the eligibility worker will send a *Notice of Missed Appointment*.

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10500 The Recertification Interview

### 10511 Conducting Recertification Interviews

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

Telephone interviews may be conducted with the casehead, spouse, any responsible household member, or an authorized representative. The household, not the eligibility 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.

The interview will consist of:

- An introduction, including the eligibility worker's name, location, and an explanation of the reason for the interview (such as determine if the household remains eligible to participate in the Supplemental Nutrition Assistance Program (SNAP), or to receive an Electronic Benefit Transfer (EBT) card). A brief explanation of the information provided with the recertification application, including the household's rights and their responsibilities to report changes.
- A review of the information provided on the recertification application. 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 eligibility system.
- If the household needs to provide additional information before the 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* will be manually issued to the household.
- The household will be asked if they need another *Change Report Form*. If the household indicates that another form is needed, a *Reporting Requirements Addendum* will be mailed to the household if the application is approved. See SNAP 10820 detailing required forms and notices.
- If the application is approved or denied during the application interview, the 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 not affect the length of the household's certification period. See SNAP 8710 assigning certification periods.

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10500 The Recertification Interview

### 10520 Failure to Participate in Scheduled Interview

#### 10520 Failure to Participate in Scheduled Interview

SNAP MANUAL 01/01/2021

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

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

See SNAP 10700 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* will be mailed to the household if the household fails to participate in the 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.

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. 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.

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10500 The Recertification Interview

### 10550 Verification at Recertification

#### 10550 Verification at Recertification

SNAP MANUAL 01/01/2021

When either a timely or an untimely application for recertification is processed, the 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 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.

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). 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 eligibility worker should assist the household in obtaining such verification, if assistance is needed.

#### 10560 Determining Eligibility

SNAP Manual 01/01/2021

At recertification, eligibility will be determined prospectively for all households. See SNAP 7100.

# 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

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SNAP MANUAL 01/01/2021

A timely filed 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 01/01/2021

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 must be processed within thirty (30) days from the date of the household's last issued Supplemental Nutrition Assistance Program (SNAP) benefits. 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 eligibility worker will issue a *Request for Information*. 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*. In most cases, the Department of Human Services (DHS) system notice will be auto-generated. If a manual notice is needed, the eligibility worker must use a *Notice of Action Form*.

### 10620 By End of Current Certification Period

SNAP MANUAL 01/01/2021

When a household timely files an application by the 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.



# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10600 Timely Processing of Applications for Recertification

### 10630 Extending Processing Time to Obtain Verification

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 eligibility worker will issue a *Request for Information*. If the household needs assistance in obtaining the needed information, the worker will provide assistance.
5. Notifying the household if it is eligible or ineligible via a *Notice of Action*. An 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.

### 10630 Extending Processing Time to Obtain Verification

SNAP MANUAL 01/01/2021

If the household must supply verification, the eligibility worker will issue a *Request for Information*. A household submitting a timely filed 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 and must supply additional verification, the application processing period will be extended until July 6, or if the sixth occurs on a holiday or weekend, the first work day following the 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

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10600 Timely Processing of Applications for Recertification

### 10650 Delays in Processing - Timely Filed Applications

Program (SNAP) benefits must be issued to an eligible household no later than the fifth day after the date the verification was supplied. The household's benefits will not be prorated.

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 SNAP 10650.

### 10650 Delays in Processing - Timely Filed Applications

SNAP MANUAL 01/01/2021

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 fifteenth day of the last month of the certification period.

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.

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 01/01/2021

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. 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

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SNAP MANUAL 01/01/2021

Any untimely filed 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 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. 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 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 eligibility worker will issue a *Request for Information*. If the household needs assistance in obtaining the needed information, the eligibility worker will provide assistance.
5. Notifying the household if it is eligible or ineligible via a *Notice of Action*. In most instances, a system notice will be auto-generated. If a manual notice is required, the eligibility worker must use a *Notice of Action*.

### 10710 Delays in Processing - Untimely Applications

SNAP MANUAL 01/01/2021

A recertification application or a *Request for Assistance* form 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

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10700 Processing Standards - Untimely Applications for Recertification

### 10711 Reinstatement of Untimely Filed Applications

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.

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 01/01/2021

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.

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.

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10700 Processing Standards - Untimely Applications for Recertification

### 10820 Forms and Notices Issued at Recertification

#### 10820 Forms and Notices Issued at Recertification

SNAP MANUAL 01/01/2021

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

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10900 Elderly Simplified Application Project (ESAP)

### 10910 Processing Standards

## 10900 Elderly Simplified Application Project (ESAP)

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SNAP MANUAL 01/01/2021

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:

- 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 eligibility system.

### 10910 Processing Standards

SNAP MANUAL 01/01/2021

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 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.

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

# SNAP CERTIFICATION MANUAL – SECTION 10000

## 10900 Elderly Simplified Application Project (ESAP)

### 10920 Telephone Contact

#### 10920 Telephone Contact

SNAP MANUAL 01/01/2021

The state agency is 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.

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11100 Reporting Requirements – Summary

### 11110 Subsequent Reviews

## 11100 Reporting Requirements – Summary

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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.

## 11110 Subsequent Reviews

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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.



# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11100 Reporting Requirements – Summary

### 11120 Refusal to Cooperate Following Certification

#### 11120 Refusal to Cooperate Following Certification

SNAP Manual 01/01/2021

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.
2. Requests for information, verification, or compliance with a program requirement following a report from a source other than the household. See SNAP 12400.
3. Requests for information, verification, or compliance with a program requirement at recertification. See SNAP 10550.
4. Requests for an interview 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 SNAP 801.
5. Requests for the household to participate in any special reviews conducted by the county for targeted households, See SNAP 12400.

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.

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11200 Changes Required to be Reported

### 11200 Changes Required to be Reported

## 11200 Changes Required to be Reported

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SNAP MANUAL 01/01/2021

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

### 1. Changes in Residence 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 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, these changes must be reported on the semi-annual report. Households are encouraged to voluntarily report address changes immediately to prevent problems with mail delivery.

If an 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 that reach or exceed two thousand two hundred and fifty dollars (\$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* and a change report addendum must be issued to all limited reporting households 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.
- Changes of more than fifty dollars (\$50.00) in the household’s total gross monthly income. This includes both increases and decreases in income.

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11200 Changes Required to be Reported

### 11200 Changes Required to be Reported

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 12410 - 12420. This applies to both limited reporters and occasional reporters. See SNAP 5704.1.

#### **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 will continue to be deducted. Both occasional reporting and semi-annual reporting households are allowed, but not required to report changes in shelter costs, dependent care costs, or medical costs.

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11300 Reporting Requirements

### 11341 Households Certified for Four Months

## 11300 Reporting Requirements

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SNAP MANUAL 01/01/2021

### 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.

### 11320 Categorically Eligible Households

SNAP MANUAL 01/01/2021

Categorically eligible households have the same reporting requirements as any other household. If a categorically eligible household becomes ineligible or categorically eligible, the household becomes subject to applicable income and resource limitations. If a regular household or a household with a person aged sixty (60) or older or individuals living with a disability reports a change, and as a result becomes categorically eligible, the income and resource limitations will no longer apply.

### 11340 Limited Reporting Households

SNAP MANUAL 01/01/2021

Limited reporting households are required to report:

1. When the household's gross income exceeds the household's gross income limit.
2. When household members subject to 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* and a change report addendum must be issued to all limited reporting households at certification and recertification.

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11300 Reporting Requirements

### 11341 Households Certified for Four Months

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.

### 11341 Households Certified for Four Months

SNAP MANUAL 01/01/2021

The following households may be assigned a four (4) month certification period. See 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) or Medicaid case must also be reflected in the Supplemental Nutrition Assistance Program (SNAP) case. This includes changes reported to a TEA or Medicaid worker under that program's rules.

### 11342 Semi-Annual Reporting Households

SNAP MANUAL 01/01/2021

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 requirements will be processed according to the standards in SNAP 11410. Any action taken in a Transitional Employment Assistance (TEA) or Medicaid case must also be reflected in the Supplemental Nutrition Assistance Program (SNAP) case. This includes changes reported to a TEA 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 or semi-annual reporting households and to occasional reporting households. See SNAP 12410 - 12420.

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 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 01/01/2021

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 may report changes on a *Change Report Form* or may send a letter describing the change. Changes may also be reported by telephone or in person.

An occasional reporting household that fails to timely report a change is considered 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

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SNAP MANUAL 01/01/2021

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 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* or letter submitted by a household must be date stamped on the day received. A *Telephone Report* must be dated with the date the change was reported.
3. Provide the household with a new *Change Report Form* and business reply mail envelope.
4. Provide the household with a notice. See SNAP 11440.

## 11410 Processing Standards for Occasional Reporters

SNAP MANUAL 01/01/2021

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.

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.

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.

### 11420 Verification for Occasional Reporters

SNAP MANUAL 01/01/2021

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

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11400 Special Instructions – Occasional Reporters

### 11420 Verification for Occasional Reporters

should be explored. If the household's residency in the county or state is in question, verification of residency will be requested.

#### **Deduction Change:**

New costs declared for rent, mortgage, insurance, 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. 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.

#### **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, the household's case must be closed. If verification of child support payments, medical expenses, or dependent care 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 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 01/01/2021

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.

A thirty-six (36) month certification may be shortened when a household's circumstances change, and the household is no longer eligible for a 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.

#### 11440 Notices to Occasional Reporters

SNAP MANUAL 01/01/2021

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

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 the following conditions:

- The information was reported in writing via a *Change Report Form* or a letter signed by the head of household, spouse, or 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.

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, adequate notice must be received by the

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11400 Special Instructions – Occasional Reporters

### 11450 Special Situations/Exemptions from Notices

household before or 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 01/01/2021

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

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

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11400 Special Instructions – Occasional Reporters

### 11450 Special Situations/Exemptions from Notices

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 eligibility worker, written confirmation of the closure will be issued via the *Notice of Action*. The written confirmation will not offer the household the same protection as an adequate notice. See the SNAP glossary definition of “Notice of Action.” If the household appeals an action to close the case, benefits will not be continued pending a decision.

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11500 Semi-Annual Reporting Households

### 11510 Households Subject to Semi-Annual Reporting

## 11500 Semi-Annual Reporting Households

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SNAP MANUAL 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.

**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. 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. 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 or alcohol treatment center. 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. 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 will not be subject to semi-annual reporting. These households will be classified as occasional reporting households. Any SSI household with a child support deduction, and any SSI household with earnings from employment other than a sheltered workshop will be subject to semi-annual reporting.
7. 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.
8. Households consisting entirely of persons aged sixty (60) or older or individuals living with a disability, as defined in the glossary, and minor dependent children. These households will be classified as limited reporting households and assigned a twelve (12) month certification period. 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 Becoming Subject to Semi-Annual Reporting

SNAP MANUAL 01/01/2021

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 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* and a change report addendum will be issued to the household.
- That the household can 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 01/01/2021

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.

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

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.



# 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 a case action has been completed and keyed; or
- 2) 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 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.

### 11531 Semi-Annual Households – Special Circumstances

SNAP MANUAL 01/01/2021

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 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.

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.

### 11540 Completion of the Semi-Annual Report Form

SNAP MANUAL 01/01/2021

A copy of the semi-annual report will be issued to each county office. The form will also be available electronically. The form may be accessed through 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.

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

SNAP MANUAL 01/01/2021

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, the name, 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.

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11500 Semi-Annual Reporting Households

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

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-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 7523-7523.2.

If the form is submitted sometime 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.

Questionable information that appears on the form must also be verified. The worker will request verification 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, 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. 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.

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.

# 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* accompanied by a 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* 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 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 01/01/2021

At the time of or before the semi-annual reporting form is processed, a Department of Human Services (DHS) eligibility worker must inquire 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

#### 11570 Notices – Semi-Annual Reporting Households

SNAP MANUAL 01/01/2021

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 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.

#### 11571 Special Situations/Exemptions from Notice

SNAP MANUAL 01/01/2021

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.

2. Move 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 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. 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 eligibility worker, written confirmation of the closure will be issued via a *Notice of Action*. The written confirmation will not offer the household the same protection as an adequate notice. If the household appeals an action to close the case, benefits will not be continued pending a decision.

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# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11600 Elderly Simplified Application Project (ESAP)

### 11620 Reporting Requirement for ESAP Households

## 11600 Elderly Simplified Application Project (ESAP)

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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.

### 11610 Processing Standards

SNAP MANUAL 01/01/2021

### 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.



# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11600 Elderly Simplified Application Project (ESAP)

### 11620 Reporting Requirement for ESAP Households

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.

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.

### 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.

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11600 Elderly Simplified Application Project (ESAP)

### 11620 Reporting Requirement for ESAP Households

#### 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 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.

#### 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.

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11700 Mass Changes

### 11710 Notices of Changes

## 11700 Mass Changes

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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.

## 11710 Notices at Mass Change

SNAP MANUAL 01/01/2021

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.

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11700 Mass Changes

### 11710 Notices of Changes

#### 11720 Reports at Mass Change

SNAP MANUAL 01/01/2021

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 for all mass changes. For example, a mismatch list is generated for a mass change in Cost of Living Adjustment (COLA), but not for a New Basis of Issuance (NBI) mass change.

The county's responsibilities for clearing these reports are explained in SNAP 11721-11730.

#### 11721 List of Changes

SNAP MANUAL 01/01/2021

This report is generated 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.

# SNAP CERTIFICATION MANUAL – SECTION 11000

## 11700 Mass Changes

### 11730 Administrative Hearing Rights at Mass Changes

#### 11730 Administrative Hearing Rights at Mass Change

SNAP MANUAL 01/01/2021

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.