

ARKANSAS REGISTER

Transmittal Sheet

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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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Rule Title: SNAP Updates Pursuant to Act 780

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

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04/22/2022
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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Director, Division of County Operations

Title

04/22/2022

Date

SNAP CERTIFICATION MANUAL – SECTION 8000

8100 Initial Application Process – Summary

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8100 Initial Application Process – Summary

SNAP Manual 05/01/2022

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 the date of application as the day the 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. Work registering members who are 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 and assisting the household to obtain verification when needed.
9. Completing all necessary forms, routing them as required by the agency, and scanning into the electronic case file as specified.

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10. Issuing forms and notices to the household as specified.

SNAP 8000 explains the process of filing an application, registering an application, interviewing a household, and determining fault when an application is delayed. The eligibility determination process for income and resources is covered in SNAP 7100.

8120 The Household's Rights at Application

SNAP Manual 05/01/2022

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 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

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

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 05/01/2022

Supplemental Nutrition Assistance Program (SNAP) benefits must be available to eligible households no later than the thirtieth (30) 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 (30) day of the application-processing period, the application will be approved if eligible.

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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-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 State

SNAP Manual 05/01/2022

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 05/01/2022

A household may voluntarily withdraw an application for Supplemental Nutrition Assistance Program (SNAP) benefits at any time before an eligibility determination. The request may be made in either written or oral form. The reason for the withdrawal, if any was stated by the household, and that contact was made to confirm the withdrawal must be documented in the eligibility system. The household shall be advised of its right to reapply at any time after withdrawing the application.

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

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

8170 Screening Applications

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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 adults living with a disability. These households do not receive a child support deduction or earned income, and do not include minor dependent children aged seventeen (17) or younger. Any household that meets these criteria will be certified for thirty-six 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.

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8200 The Application Interview

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8200 The Application Interview

SNAP Manual 05/01/2022

A certified Department of Human Services (DHS) eligibility worker must conduct an interview with each Supplemental Nutrition Assistance Program (SNAP) benefit applicant. All households will receive a telephone or virtual interview unless the household requests a face-to-face 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 eligibility 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 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.

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8230 Scheduling Interviews

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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 application 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 05/01/2022

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 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

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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 is required to gather all the necessary documentation and verifications on the household's behalf.*
8. The eligibility 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 05/01/2022

All applicants may receive a telephone or virtual 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.

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

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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 05/01/2022

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 case head, 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 case head, 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.

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8300 Household Cooperation

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8300 Household Cooperation

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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.

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8500 Normal Processing Standards

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8500 Normal Processing Standards

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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 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 signature deemed acceptable by the agency of the applicant of a responsible household member, or the household's authorized representative, is not a valid application and will not 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 issue a Request for Information and gather any necessary verification on the household's behalf.

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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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 eligibility 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 can be found 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

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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 (30) day, the application will be denied effective the thirtieth day (30). See SNAP 8501.1. Day one (1) is the day following the date the application is received by the county office. See SNAP 8210.

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

8501.1 Missed Interview

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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.

A household not being available to take a cold call interview does not meet the definition of a missed appointment.

8502 Time Frames for Processing Approvals

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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 05/01/2022

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

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(10) days to provide required verification, even if an application goes over thirty (30) days and is classified as overdue.

When an application remains pending on the thirtieth day because the eligibility 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

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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).

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8505 Summary of Actions on Application Approvals/Denials

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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.

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

1. If the applicant is 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 eligibility 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

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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).

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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.

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 05/01/2022

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 (30) 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.

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8520 Determining Fault - County Caused Delay

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The county office is at fault for delays in application processing when the household has completed all required actions, and 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 (60) day after the date of application. If the sixtieth (60) day falls on a weekend or holiday, this will be the first workday after the sixtieth (60) day.

8521 Determining Fault - Client Caused Delay

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

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

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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 is 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.

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

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All applications that have been neither approved nor 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-processing 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), a new application must be submitted.

A delay is the fault of the agency when the household has completed all required actions, but the eligibility 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 eligibility worker failed to provide the household with a statement of

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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.

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8600 Budgeting

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Initial case actions are budgeted prospectively. See SNAP 7100.

8610 Prorated Initial Benefits

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When a household files an initial application for Supplemental Nutrition Assistance Program (SNAP), as defined in SNAP 8100, the 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 applied 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.

Prorated initial benefit amounts will be determined by using the chart found in [SNAP 8612](#) or the following formula.

NOTE: If a household lived in a state other than Arkansas but applied in Arkansas before the SNAP case closed in the other state, the household is not eligible to receive SNAP benefits in AR until the previous case is closed. The household will not receive prorated benefits for the application submitted in AR. Please see SNAP 1300 for residency requirements.

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

30

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

EXAMPLE 1: A household applies for benefits on the 17th day of the month and is certified for a SNAP benefit amount of \$55.00 per month.

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

\$25.00 is the prorated benefit amount.

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

EXAMPLE 2: A household applies for SNAP benefits on the 31st of the month and is certified for a SNAP benefit amount of \$355 per month.

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

\$11.00 is the prorated benefit amount.

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

EXAMPLE 3: A household applies for SNAP benefits on the 17th of the month and is certified for a SNAP benefit amount of \$21.00 per month.

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

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

8611 Proration for Migrant and Seasonal Farm Worker Households

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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 applied for SNAP benefits, the eligibility 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)

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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.

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

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A minimum Supplemental Nutrition Assistance Program (SNAP) benefit amount is the smallest monthly SNAP benefit amount that may be issued to an eligible household. The minimum benefit amount for each household size is listed on *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

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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

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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

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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*.

8641 Benefits for Categorically Eligible Households

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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 receive 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

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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.

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.

EXAMPLE: An application is approved on April 10 for a household that applied on March 15. Retroactive benefits for March are prorated to the date of application, March 15. To ensure the household receives the benefits for the retro month, the benefits must be entered in the Retro field in the ANSWER.

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EXAMPLE: A household applies for SNAP benefits on March 15th. On May 2nd, the eligibility worker determines that the household is currently ineligible, and the county was at fault for the delay in processing. The household was eligible for SNAP benefits in March and April, so the eligibility worker calculates the household's March and April SNAP benefits. March benefits are prorated to the date of application, March 15. These benefits are authorized as retroactive benefits. To ensure the household receives the benefits for the retro month, the benefits must be entered in the Retro field in the ANSWER.

8651 Aggregate Benefits

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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.

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.

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

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8700 Certification Period

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8700 Certification Period

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A certification period is a designated period 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 can be issued.

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

8710 Assigning Certification Periods

SNAP Manual 09/01/2022

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 adults living with a disability with no earnings, or a child support deduction will be assigned a thirty-six-month certification period.
 - A household composed entirely of persons aged sixty (60) or older or living with a disability, and minor dependent children aged fifteen (15) or younger will be assigned a six (6) month certification. These households will be subject to Limited Reporting.
2. A household composed entirely of Supplemental Security

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Income (SSI) recipients will be assigned a six (6) month certification period if one (1) or more members have earned income from a sheltered workshop.

3. Households subject to limited reporting (SNAP 11340) (SNAP 11342) will be assigned a six (6) month certification period.
4. Some households subject to limited reporting (SNAP 11340) will receive certification period shorter than six (6) months.
 - 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 will be certified for four (4) months.
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 admitted to a substance abuse treatment center will usually be assigned a one (1) or two (2) month certification period.
7. Households admitted to a substance abuse treatment center or sentenced to a substance abuse treatment center for a longer period may be given a three (3) month certification period. Certification periods assigned to households residing in a treatment center must not exceed three (3) months.
8. Households will be assigned a one (1) or two (2) month certification period when it appears likely that the household will become ineligible to receive Supplemental Nutrition Assistance Program (SNAP) benefits in the near future.

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8700 Certification Period

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- This includes households that intend to leave the State of Arkansas in the near future.
- This 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

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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 a substance abuse 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:

- Certain homeless households
- Migrant and seasonal farm-worker households
- Households with strikers
- Households with self-employment income when the eligibility 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 six (6) month certification period and are subject to limited 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 adults living with a disability that do not receive a child support deduction, earned income, or include minor

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dependent children aged seventeen (17) or younger, will be certified for thirty-six months (36).

All other households will be assigned a six (6) month certification period and will be subject to limited reporting.

8730 Adjusting Certification Periods

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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-month certification period.

A certification period may be lengthened to correct a case if the household was entitled to thirty-six (36) month certification period but was assigned a shorter certification period.

If the county office must extend a certification period to correct the 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.

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8800 Forms and Notices Supplied at Certification

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8800 Forms and Notices Supplied at Certification

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

See SNAP 8810 - 8830.

8810 Approval Notice

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

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8800 Forms and Notices Supplied at Certification

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8820 Change Report Form

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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 is 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.*

8821 Limited Reporting

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Households subject to limited reporting will be given a copy of the publication entitled *Limited Reporting* during the interview. The eligibility worker must explain the contents of the publication to the household.

If limited 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

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Each household certified for six (6) months or less must receive a recertification application before the first day of the last month of the household's certification period. The recertification application is generated around the third workday of the month for all households expiring the

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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. An approval notice will be issued at the time an initial application is approved if the household is being assigned a one (1) or two (2) month certification period or 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 8810 for information on *Approval Notices*.

See SNAP 10210 for information on completing the *Application for Recertification/Medicaid Review, Notice of Expiration*.

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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 eligibility worker will screen the application for Elderly Simplified Application Project (ESAP) eligibility.

The eligibility worker will determine eligibility and the SNAP benefit amount; if the household is eligible. The household will receive 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

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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 DHS county office within one (1) working day along with the transmittal and verification supplied by the household.
4. Referring Other Households to the 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 DHS office and Access Arkansas.
5. Providing Other Information

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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 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 to determine which utility allowance will be applied.
- 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 household of the verification needed. The local DHS county office must contact the household to obtain this verification.

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8940 DHS Responsibilities

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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 *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
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

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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 05/01/2022

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 county office:

- 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

8946 Processing Applications from Prerelease Participants

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When an application for Supplemental Nutrition Assistance Program (SNAP) benefits labeled "PRERELEASE" is accompanied by a Social Security Administration (SSA) Transmittal that is

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

SNAP CERTIFICATION MANUAL – SECTION 8000

8900 Special Procedures at Initial Application

8000 Initial Application Process

8950 Quality Assurance Reviews on Applications Taken by SSA

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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 applied 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

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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 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.

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8900 Special Procedures at Initial Application

8000 Initial Application Process

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

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No household will be required to apply for Transitional Employment Assistance (TEA) or Medicaid benefits 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.

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.

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8900 Special Procedures at Initial Application

8000 Initial Application Process

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 eligibility worker must also advise the applicant that households may continue to receive SNAP benefits, even if the TEA cash assistance case is closed because the case head 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

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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.

8980 Processing Applications When Child Abuse Has Occurred

SNAP Manual 05/01/2022

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

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8900 Special Procedures at Initial Application

8000 Initial Application Process

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 eligibility 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.

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.

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8900 Special Procedures at Initial Application

8000 Initial Application Process

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 11000

11100 Reporting Requirements – Summary

11110 Subsequent Reviews

11100 Reporting Requirements – Summary

SNAP Manual 09/01/2022

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 to six (6)-month certification period.

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

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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.

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11200 Changes Required to be Reported

11200 Changes Required to be Reported

11200 Changes Required to be Reported

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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. 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. Limited reporters must report this change at next recertification.

3. Changes in Resources

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.

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11200 Changes Required to be Reported

11200 Changes Required to be Reported

Total liquid resources, such as cash on hand, bank accounts, stocks, or bonds that reach or exceed two thousand five hundred dollars (\$2,500) must be reported.

Lottery and gambling winnings equal to the resource limit for aged/disabled households must be reported within 10 days of receipt.

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

4. Changes in Income

Limited 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 workday. A *Change Report Form* and a change report addendum must be issued to all limited reporting households to report such changes.

Self-employment income that has been annualized must be reported and verified when the recertification report is submitted.

Limited reporters must report and verify changes of more than one hundred dollars (\$100) in unearned income and changes in sources of unearned income when the recertification 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 in the household's total gross monthly income. This includes both increases and decreases in income.

All households with substantial gaming or lottery winnings totaling \$3,750 or more must report within ten calendar (10) days of the date the change become known to the household. This applies irrespective of the reporting requirement. See SNAP 5703.1.

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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, 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 do not have to report changes in deductions until recertification. Limited reporters must report and verify child support payments when the recertification is submitted if these payments will continue to be deducted. Both occasional reporting and limited 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

11350 Occasional Reporters

11300 Reporting Requirements

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11310 Applicant Households

SNAP MANUAL 05/01/2022

During the application interview, all applicants must report changes that occur after the application is prepared. After the application interview, only 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 09/01/2022

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 workday. A *Change Report Form* and a change report addendum must be issued to all limited reporting households at recertification.

SNAP CERTIFICATION MANUAL – SECTION 11000

11300 Reporting Requirements

11350 Occasional Reporters

Two (2) different categories of households are subject to the limited reporting requirements: households certified for four (4) months and households certified for six (6) months. See SNAP 11341-11342.

At initial application, recertification, and when households become subject to limited reporting, eligibility workers must tell households what is required as a limited reporting household. A publication explaining the household's reporting requirements will be mailed.

11341 Households Certified for Four Months

SNAP MANUAL 05/01/2022

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

- Certain 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 Households Certified for Six Months

SNAP MANUAL 09/01/2022

In addition to the reporting requirements in SNAP 11300, households certified for six (6) months, as defined in SNAP 11100, must report and verify earned income when the recertification form is submitted.

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11300 Reporting Requirements

11350 Occasional Reporters

Changes reported independent of the limited 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 under that program's rules. Changes in the amount of TEA cash assistance must be reflected in the SNAP case. This applies to both limited reporting and to occasional reporting households. See SNAP 12410 - 12420.

The limited reporting household must report required changes at recertification. If the household's failure to report those changes results in an over issuance or under issuance, the household will be considered at fault. If an under issuance occurs because the household failed to report a change at recertification, 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.

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11400 Special Instructions – Occasional Reporters

11410 Processing Standards for Occasional Reporters

11400 Special Instructions – Occasional Reporters

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 05/01/2022

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 one hundred dollars (\$100.00) 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

11430 Shortening the Certification Period

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.

11430 Shortening the Certification Period

SNAP MANUAL 09/01/2022

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

An ESAP household's certification period may be shortened when the household is no longer eligible for a thirty-six-month certification period. However, before a certification period can be shortened, an advance notice of adverse action must be issued to the household. The Notice of Expiration cannot be used to notify households of the change in certification period even when the household will be recertified. See SNAP 11660.

11440 Notices to Occasional Reporters

SNAP MANUAL 05/01/2022

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.

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11430 Shortening the Certification Period

- 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) workdays. 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.

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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

11510 Households Subject to Semi-Annual Reporting

11500 Semi-Annual Reporting Households

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11510 Households Subject to Semi-Annual Reporting

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11520 Entering Semi-Annual Reporting

11520 Becoming Subject to Semi-Annual Reporting

SNAP MANUAL 09/01/2022

SNAP CERTIFICATION MANUAL – SECTION 11000

11530 Processing Standards

11530 Processing Standards

SNAP MANUAL 09/01/2022

11560 IEVS Reports

SNAP MANUAL 05/01/2022

At the time of or before the recertification 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.

11570 Notices – Semi-Annual Reporting Households

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SNAP MANUAL 09/01/2021 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 05/01/2022

In the situations listed below, adverse action may be taken on a limited 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.

SNAP CERTIFICATION MANUAL – SECTION 11000

11600 Elderly Simplified Application Project (ESAP)

11620 Reporting Requirement for ESAP Households

11600 Elderly Simplified Application Project (ESAP)

SNAP MANUAL 01/01/2021

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

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

11610 Processing Standards

SNAP MANUAL 01/01/2021

11620 Reporting Requirements for ESAP Households

SNAP MANUAL 05/01/2022

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 one hundred dollars (\$100.00) per month in the amount of unearned income
- A change of more than one hundred dollars (\$100.00) 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.

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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.

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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

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 05/01/2022

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.

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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.