FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner

James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #14-55-ELI

SNAP DEFERRALS EXTENDING BEYOND THE CERTIFICATION PERIOD

Date: May 25, 2014	Subtopic(s): Recertification
🖥 This procedure can now be accessed on the FIAweb. **Note:** Participants who fail to keep their telephone recertification appointment may report to the Center to complete the recertification interview.	The purpose of this policy bulletin is to provide Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff with Paperless Office System (POS) instructions regarding SNAP Ten (10)-Day deferrals that extend beyond the end of a certification period. SNAP Deferrals When a SNAP participant is issued a Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form with less than 10 days remaining until the end of a certification period, a portion of the 10-Day deferral will extend beyond the end of the certification period. The Welfare Management System (WMS) will systematically close the SNAP case with Code **Y66** (Authorization Period Expired) at the end of the certification period, before the end of the 10-Day deferral period required for participants to submit their information. Cases with information submitted after the **Y66** closing require additional processing which includes the entering of the appropriate code to identify the action taken. The following instructions will allow the worker to process the correct reason code when the SNAP case has been closed with Code **Y66**. The processing of these SNAP cases depends on whether or not the participant: • Fails to provide verification; • Provides verification and is determined ineligible; or • Provides verification and is determined eligible.

Note: If the reason for the deferral is to verify expenses (medical, shelter, etc.), and the participant fails to verify those expenses, the SNAP case must not be closed. The worker must evaluate/budget the SNAP case without giving credit for those expenses.

<u>SNAP Participant Provides Verification After the Certification Period and is Determined Eligible</u>

The following actions must be taken when the SNAP participant complies within 30 days beyond the end of the certification period and is found eligible.

See **SNAP POS Release Notes Version 3.2.1, Appendix E**.

Within the **SNAP Recertification Interview** activity, the Worker must update the case status and individual status to indicate the re-opening.

SNAP POS will display the **Re-Open the SNAP Case** and **Individual Status Change** windows (examples are displayed on page 8) after the **Case Member Addition** window when the case has been closed to allow the Worker to process the re-opening and proceed with the interview.

In the **Re-Open the SNAP Case** window, the Worker must:

- Select **Active (AC)** in the **New POS Status** field;
- Select Code **Y45 – Other (Manual Notice Required)** in the **Status Reason** field;
- Enter the date of compliance in the **Contact Date** field;
- Click **Next.**

Re-Open the SNAP Case Window

The **Individual Status Change** window will appear. For each individual who must be re-activated, the Worker must:

- Select **AC** in the **New POS TAD Status** field and select **LL – Meets Eligibility Requirements** in the **New POS TAD Status Reason** field;
- Enter the date of compliance in the **Effective Date** field;
- Click **Next**.

Individual Status Change Window

The appropriate budget and TAD actions for the case must be processed by completing the following windows:

- **Budget**
- **TAD**
  - Select the new budget in the **WMS Budget #** field.
  - Complete any other necessary updates in the TAD window.

- **Grants Data Entry**
  - If the agency is at fault for the deferral period extending beyond the end of the certification period (i.e., systems mailing error caused missed appointment, or the document required was not requested initially) and documents are provided after the certification period, issue SNAP benefits for the entire month.
  - Otherwise, issue (prorate) SNAP benefits from the date documentation is provided.

- **Note:** Whether or not documentation is provided within 10 days has no bearing on the above Grant Data Entry rules as illustrated in the following examples:

  - Example #1

    Due to a systems error, the Notice of Expiration/ Recertification for SNAP Benefits and the Supplemental Nutrition Assistance Program (SNAP) Request for Contact/Missed Interview (**LDSS-4753**) Form was sent to an incorrect address. The end of the certification period for the participant is April 30. The participant reports to the center on April 28 and is issued Form **W-113K** to provide required documents by May 7. The case was systematically closed Code **Y66** on May 1.

    The participant failed to provide the documents by May 7 and the case was subsequent closed via Two-Day Action using code **V21** (Failure to Provide Verification) to reflect the appropriate reason. The participant subsequently provides the documentation on May 12.

See page 5 for information on Two-Day Actions.

    The worker must reopen the case and complete the recertification interview. Since the agency was at fault, SNAP benefits must be issued from May 1.

  - Example #2

    The end of the certification period for a participant is April 30. The participant reports to the center on April 28 and states she did not attend the recertification appointment because she forgot. The participant is provided Form **W-113K** to provide required documents by May 7. The case was systematically closed Code **Y66** on May 1.

    The participant failed to provide the documents by May 7 and the case was subsequent closed via Two-Day Action using code **V21**(Failure to Provide Verification) to reflect the appropriate reason. The participant provides the required documentation on May 12.

    The worker must reopen the case and complete the recertification interview. Since the deferral was not the fault of the agency, SNAP benefits must be issued from May 12 .

After the budget and TAD actions are completed, the Worker must prepare/send the Action Taken On Your Supplemental Nutrition Assistance Case (SNAP) Benefits Case (**LDSS-3152**) to the participant.

Two-Day Action

A "Two-Day" action is required when a 10-Day deferral begins before the end of the certification period and extends beyond the end of the certification period and the SNAP participant:

- Fails to provide verification; or
- Provides verification after the certification period and is subsequently determined ineligible based on the documentation provided.

Day 1 Instructions for Processing SNAP Deferrals Which Extend Beyond the Certification Period

On Day 1, the Worker must access the **SNAP Recertification Interview** activity and complete all of the required information. Within the **SNAP Recertification Interview** activity, the Worker must update the case status and individual status to indicate the re-opening by performing the following actions:

- In the **Re-Open the SNAP Case** window:

    - Select **Single Issue (SI)** in the **New POS Status** field;
    - Select Code **Y45 – Other (Manual Notice Required)** in the **Status Reason** field;
    - Enter the date of compliance in the **Contact Date** field; and
    - Click **Next**.

Re-Open the SNAP Case Window

- The **Individual Status Change** window will appear. For each individual who is currently in the household, the worker must:

  - Select **SI** in the **New POS TAD Status** field and select **LL – Meets Eligibility Requirements** in the **New POS TAD Status Reason** field;
  - Enter the current date in the **Effective Date** field; and
  - Click **Next**.

Individual Status Change Window

See **PB #14-50-SYS** SNAP POS Release Notes Version 8.1.1 for information on Earned and Unearned Documentation Edits in POS.

The worker must update the required interview windows within the **SNAP Recertification Interview** activity. After all required information has been entered, proceed to the next window by clicking the Next button until the **Budget** window is reached. Complete the Budget and Turn Around Document (TAD).

Note: If the case is to be closed using Code **E30** (Excess Income), complete the budget with no income on Day 1. The correct income must be entered and budgeted on Day 2. When either the **Employment/Self-Employment Scan Document** or **Unearned Income Scan Document** window appears, the Worker must select **No** to answer the question, "**Does the earned/unearned income document in the viewer reflect reported income that needs to be budgeted for this case?**". The Worker must then enter a case comment indicating that as part of the Two-Day action, the case will be budgeted without income on Day 1 and the income will be budgeted on Day 2.

After all required information has been entered in a window, proceed to the next window by clicking the **Next** button until the **SNAP Recertification Interview** activity has been completed.

When all interview and processing windows have been completed, the **Approval Elements** window will appear. Send the case to the Supervisor for review and sign-off by executing the following actions:

- Click **Next** on the **Approval Elements** window. The **Close** window will appear.
- Click the **Complete Activity** button. The **Approval Assignment** window will appear.
- Select the appropriate Supervisor to receive the case. The designated Supervisor is highlighted by default. However, the Worker may select a different Supervisor, if necessary.
- Based upon the scenarios below, enter the appropriate case comment and click the **OK** button:

  - Participant failed to provide verification – indicate that the **W-113K** was issued with less than 10 days remaining in the certification period and the participant failed to provide verification. Also indicate that the case is being reopened and will be closed using closing Code **V21** on Day 2.

- Participant provided verification after the certification period and was subsequently determined ineligible – indicate that the **W-113K** was issued with less than 10 days remaining in the certification period and the participant provided verification. Also indicate that the case is being reopened to complete the recertification for compliance after the certification period and will be closed on Day 2 based on the documentation provided.

POS will move the case with the **Approve SNAP Recertification** activity from the Worker's queue to the Supervisor's queue.

Note: The Worker must inform the Supervisor of the urgency of the case action to ensure the case is signed off on Day 1. The Supervisor must sign off on the case on Day 1 for WMS to reflect the **SI** status on Day 2.

Day 2 Instructions for Processing SNAP Deferrals Which Extend Beyond the Certification Period

On Day 2, after the case status is updated to **SI** in the WMS, the worker must access the **SNAP Change Case Data** activity:

- Select the **Close the Case** checkbox on the **Changes to Active SNAP Case** window;
- Complete the Budget Screens (if necessary);
- Generate the appropriate CNS notice (if necessary);
- Access the **TAD**;
  - Select **Closed** in the **Status** field.
  - Select the appropriate Closing code in the **Status Reason** field (For failure to provide verification, close the SNAP case with Code **V21**).

After all required information has been entered in a window, proceed to the next window by clicking the **Next** button until the **SNAP Change Case Data** activity has been completed.

When all interview and processing windows have been completed, the **Approval Elements** window will appear. Send the case to the Supervisor for review and sign-off by executing the following actions:

- Click **Next** on the **Approval Elements** window. The **Close** window will appear.
- Click the **Complete Activity** button. The **Approval Assignment** window appears.

- Select the appropriate Supervisor to receive the case. The designated Supervisor is highlighted by default. However, the worker may select a different Supervisor, if necessary.
- Enter a case comment indicating that the **W-113K** was issued with less than 10 days remaining in the certification period and that the:

  - participant failed to provide verification; case was reopened to close the case using Code **V21**; or
  - participant provided verification; case was reopened to complete the recertification for compliance after the certification period and that the case is being closed on Day 2 based on the documentation provided.

When all interview and processing windows have been completed, the **Approval Elements** window will appear. To send the case to the Supervisor for review and sign-off, the Worker must:

- Click **Next** on the **Approval Elements** window. The **Close** window will appear.
- Click the **Complete Activity** button. The **Approval Assignment** window will appear.
- Select the appropriate Supervisor to receive the case. The designated Supervisor is highlighted by default. However, the Worker may select a different Supervisor, if necessary.
- Enter a case comment indicating that the **W-113K** was issued with less than 10 days left in the certification period and the participant complied and was found eligible. Click the **OK** button.

POS will move the case with the **Approve SNAP Recertification** activity from the Worker's queue to the Supervisor's queue.

Effective Immediately

Reference:

7CFR 273.14(e)

Related Items:

PB #14-50-SYS	SNAP POS Release Notes Version 8.1.1
PD #13-29-ELI	Supplemental Nutrition Assistance Program (SNAP) Request for Contact/Missed Interview (LDSS-4753)
SNAP POS Release Notes	Version 3.2.1, Appendix E