




OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #17-07-OPE

NON-CASH ASSISTANCE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (NCA SNAP) CASES CLOSED IN ERROR

<p>Date: January 25, 2017</p>	<p>Subtopic(s): SNAP, Recertification</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>On-Demand</p> <p>Walk-Ins at FDR sites</p>	<p>The purpose of this policy bulletin is to inform Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff of how to handle select cases that were closed Y10 (Failure to Recertify) in error.</p> <p>Management Information Systems (MIS) has identified several hundred cases that were closed in error. These cases were scheduled for recertification interviews but were closed without the required two contact attempts in the designated call windows.</p> <p>Participants affected by this were sent the Important Information About Your Supplemental Nutrition Assistance Program (SNAP) Case (FIA-1094z) notice. This notice invites affected participants to complete their recertification by either calling a unique telephone number or by reporting to their SNAP Center in person by January 31, 2017. If an individual reports in person or calls after this date, they must be treated as a new applicant.</p> <p><u>Identification of Cases</u></p> <p>For participants that choose to call the unique number, the system will identify the case and it will be routed to the front of the queue for an On-Demand Telephone Recertification.</p> <p>For participants that report to a SNAP Center with Front Door Reception (FDR), once the FDR receptionist identifies the participants with the FIA-1094z, they must bypass the existing routing rules on closed cases and route the individuals to NCA Recertification instead of the PC Bank.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Walk-Ins at Self-Service Check-in Site

For participants that report to a SNAP Center with Self-Service Check-in, if the participant opts to go to the PC Bank through self-identification, the PC Bank Facilitator should be able to quickly identify participants with the **FIA-1094z** and re-route them to NCA SNAP Recertification. If they cannot quickly identify them, they should ask the individual if they are there because they received a notice about their case closing in error. If the participant responds affirmatively, they should be re-routed to NCA SNAP Recertification.

If during the Self-Service Check-In process, the participant opts to go to the NCA SNAP Customer Service and Information Center (CSIC), CSIC staff should identify the participant as having received the **FIA-1094z** and route them to NCA SNAP Recertification.

POS Comment

While these cases will be in closed status, a unique case comment has been systemically added to their case record in the Paperless Office System (POS) to alert staff when conducting the recertification interview. The comment reads as follows:

This client's case close Y10 (Failure to Recertify) due to agency error. If the client attempts to recertify/reapply on or before January 31, 2017, please refer to PB 17-07-OPE (Non-Cash Assistance Supplemental Nutrition Assistance Program Cases Closed in Error) for guidance on processing.

Interview and Processing**Refer to [PD #14-13-OPE](#) for Expedited SNAP processing rules**

Whether the participant calls or walks into a SNAP Center, the recertification interview must be conducted, including an evaluation for expedited SNAP processing. To screen for expedited SNAP processing, staff must manually complete the Supplemental Nutrition Assistance Program (SNAP) Application Expedited Processing Summary Sheet (**LDSS-3938 NYC**) and scan and index it into the electronic case record. Even if the household is eligible for expedited processing, the interview must still be conducted and a determination of eligibility for an expedited issuance must still be made.

There are several possible outcomes and required actions which are discussed below. Staff must ensure timely processing of any and all actions. All initial actions must be completed within **48** hours of the interview. Even if a deferral is required and a benefit is not being issued, the case must be placed in Single Issue (**SI**) status within 48 hours.

No deferral required	Staff must initiate the recertification interview activity in SNAP POS and complete the interview. If no additional documentation is required, staff must complete the interview and make an eligibility determination. If the household is eligible, the case should be re-opened and any missed benefits must be issued.
Deferral required for core documents and not eligible for expedited processing or benefit	If a deferral for documentation is required, and the household was not found eligible for expedited processing, staff must process and issue the Action is Required! You Must Submit Documents for Your SNAP Case (FIA-1146) notice. If the documentation required is a core eligibility document (i.e. income verification), the case must be placed in Single Issue (SI) status. Benefits may not be issued until all verification is received, and then only if the household remains eligible.
Deferral required for core documents and eligible for expedited processing and benefit	If a deferral for documentation is required, and the household was found eligible for an expedited benefit, staff must place the case in SI status and issue the expedited benefits using the Paperless Alternate Module (PAM) within 48 hours. Additionally, staff must process and issue the FIA-1146 notice. If the individual provides the necessary verification from the FIA-1146 and the household remains eligible, the case must be activated and any missed benefits must be restored. This includes a possible supplement for the month of January.
Deferral required for non-core documents and not eligible for expedited	If only non-core documentation is still required (i.e. medical expense), and the household is not eligible for an expedited benefit, in addition to generating an FIA-1146 , staff must calculate a scratch-pad budget without any of the unverified expenses, to see if the household is eligible without the expense. If the household is eligible without the expense, staff must re-open the case with an authorized budget that does not contain the unverified expenses. Any missed benefits must be issued at the benefit level without the expenses. Once the participant provides the requested verification, a new budget must be calculated and, if necessary, a supplement must be issued.
Eligible even without expenses – Reopen the case	If only non-core documentation is still required (i.e. medical expense), and the household is not eligible for an expedited benefit, in addition to generating an FIA-1146 , staff must calculate a scratch-pad budget without any of the unverified expenses, to see if the household is eligible without the expense. If the household is eligible without the expense, staff must re-open the case with an authorized budget that does not contain the unverified expenses. Any missed benefits must be issued at the benefit level without the expenses. Once the participant provides the requested verification, a new budget must be calculated and, if necessary, a supplement must be issued.
Deferral required for non-core documents and eligible for expedited	If only non-core documentation is still required (i.e. medical expense), and the household is eligible for an expedited benefit, in addition to generating an FIA-1146 , staff must place the case in SI status and issue a benefit in PAM based on the budget using the non-verified information. Once the participant provides the requested verification, a new budget must be calculated to reopen the case and, if necessary, a supplement must be issued.

Deferral required for non-core documents, not eligible for expedited	If the household is ineligible without the expenses, staff must generate the FIA-1146 and place the case in SI status. No benefits may be issued until the verification is received. Once the documentation is received, if determined eligible, the case must be placed in Active (AC) status and any missed benefits issued based on the newly created budget.
Ineligible without the expenses	If the documents are not returned, eligibility must be determined without the information from the non-core documents and a closing processed using the appropriate code.
Ineligible – no deferral required	If the household is found ineligible and no deferral is required, the case must be placed in SI status on Day 1. On Day 2, the case must be closed with the appropriate reason code.
Fails to Provide Verification – Expedited issuance	If the participant was deferred and issued an expedited benefit, but does not provide the necessary documentation, the case must be closed Y29 (Failure to Provide Verification).
Fails to Provide Verification – Ineligible for expedited issuance	If the participant was deferred for core documentation and was not issued an expedited benefit, the case must be closed V21 (Failure to Provide Verification) at the end of the due date of the FIA-1146 .
Ineligible After Deferral	If the participant was deferred for non-core documentation and was ineligible without the required verification, staff must close the case with the proper reason code. For example, if the household was deferred for proof of shelter expense and without that verified expense the case would be ineligible based on earned income, staff must process the proper E30 closing, without the unverified expense on the budget.

Effective Immediately

Related Items:

[PD #14-13-OPE](#)

[PB #14-55-ELI](#)

🖨 Please use Print on Demand to obtain copies of forms.

Attachments:

- LDSS-3938 NYC** SNAP Application Expedited Processing Summary Sheet – NYC (Rev. 9/14)
- FIA-1094z (E)** Important Information About Your Supplemental Nutrition Assistance Program (SNAP) Case (01/18/17)
- FIA-1094Z (S)** Important Information About Your Supplemental Nutrition Assistance Program (SNAP) Case (Spanish) (01/18/17)

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) APPLICATION EXPEDITED PROCESSING SUMMARY SHEET

DATE APPLICATION FILED	MONTH	DAY	YEAR
DATE OF SCREENING	MONTH	DAY	YEAR

CASE NAME	CASE NUMBER	SCREENED BY	DATE OF SCREENING	MONTH	DAY	YEAR
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INSTRUCTIONS FOR COMPLETING THIS FORM

1. Screen all applicants for expedited application processing and Working Families Supplemental Nutrition Program Initiative (WFSNAPI), on the day of application.
2. State results of screening in Part Four; and if qualified for expedited application processing, conduct a Full Eligibility Interview and complete Part Five within five calendar days of application.
3. If Full Eligibility Interview determines Household eligible for SNAP benefits:
 - Make benefits available to client within five calendar days after the date of application.
 - Send/Provide client with the CNS "Approval Notice" or manual "Action Taken Notice" within five calendar days after the application date.
 - Follow-up on all pending verification before issuance of on-going benefits beyond the initial expedited issuance period.

PART ONE – CHECK YES OR NO

IS THE HOUSEHOLD ALREADY RECEIVING SNAP BENEFITS THIS MONTH? YES - IF YES, HOUSEHOLD DOES **NOT QUALIFY** FOR EXPEDITED PROCESSING NO - IF NO, CONTINUE WITH PART TWO

NOTE: IF "YES" IS CHECKED, BUT HOUSEHOLD ENTERED A DOMESTIC VIOLENCE SHELTER DURING THE MONTH OF APPLICATION, CONTINUE WITH PART TWO

COMPLETE PART FOUR

PART TWO – CHECK YES OR NO

** In determining GROSS INCOME, exclude non-countable income such as child support payments made to a person outside the household.

SECTION A

CHECK YES OR NO

DOES THE HOUSEHOLD HAVE \$100 OR LESS IN CASH, SAVINGS OR OTHER LIQUID RESOURCES, **AND** YES – IF YES, HOUSEHOLD **QUALIFIES** FOR EXPEDITED PROCESSING. NO – IF NO, CONTINUE WITH SECTION B.

HAS THE HOUSEHOLD RECEIVED OR DOES IT EXPECT TO RECEIVE LESS THAN \$150 GROSS INCOME ** DURING THE MONTH OF APPLICATION? COMPLETE PART FOUR

SECTION B

ARE HOUSEHOLD'S TOTAL GROSS INCOME ** DURING MONTH OF APPLICATION PLUS THE HOUSEHOLD'S LIQUID RESOURCES LESS THAN THEIR MONTHLY RENT/MORTGAGE PLUS UTILITY EXPENSES? YES NO

IF YES, HOUSEHOLD **QUALIFIES** FOR EXPEDITED PROCESSING. COMPLETE PART FOUR

IF NO, HOUSEHOLD DOES **NOT QUALIFY** FOR EXPEDITED PROCESSING UNLESS QUALIFIED UNDER PART THREE.

Rent/Mortgage: \$ _____ Income: \$ _____

*Heat/AC: _____ Resources: _____

*Utilities: _____

*Telephone: _____

*Homeless Shelter Deduction _____

Total Expenses: \$ _____ Totals: _____

* Use HT/AC Standard Utility Allowance (SUA) only if household incurs costs or received HEAP greater than \$20 during the month of application or within the previous 12 months of application.

** Use the Homeless Shelter Deduction for "undomiciled" households who do not reside in a homeless shelter.

GO TO PART THREE IF A MIGRANT/SEASONAL FARMWORKER OTHERWISE, COMPLETE PART FOUR

PART THREE – MIGRANT/SEASONAL FARM WORKER HOUSEHOLDS ONLY - CHECK YES OR NO

- A. IS THIS A HOUSEHOLD WITH NO MORE THAN \$100 IN LIQUID RESOURCES? YES NO – IF NO, HOUSEHOLD DOES **NOT QUALIFY** FOR EXPEDITED PROCESSING. COMPLETE PART FOUR
- AND
- B. THE ONLY INCOME FOR THE MONTH OF APPLICATION:
- (1) WAS TERMINATED BEFORE APPLICATION? YES NO **CONTINUE WITH B2**
- OR
- (2) IS NEW, AND NO MORE THAN \$25 GROSS INCOME WILL BE RECEIVED WITHIN TEN DAYS AFTER APPLICATION YES NO

IF YES TO QUESTION A, AND YES TO EITHER QUESTION B1 OR QUESTION B2, HOUSEHOLD **QUALIFIES** FOR EXPEDITED PROCESSING, IF NO TO BOTH B1 & B2 HH DOES **NOT QUALIFY**, COMPLETE PART FOUR IN EITHER SITUATION

PART FOUR - RESULTS OF EVALUATION FOR EXPEDITED APPLICATION PROCESSING - CHECK ONE

<input type="checkbox"/> QUALIFIED FOR EXPEDITED APPLICATION PROCESSING.	<input type="checkbox"/> NOT QUALIFIED FOR EXPEDITED APPLICATION PROCESSING STOP HERE	<input type="checkbox"/> NOT ENOUGH INFORMATION IS PROVIDED ON THE APPLICATION TO DETERMINE IF ELIGIBLE FOR EXPEDITED PROCESSING.
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NOTES:

PART FIVE - ELIGIBILITY INTERVIEW – COMPLETE SECTIONS A, B AND C

VERIFICATION - CHECK YES OR NO

SECTION A	1. CAN APPLICANT'S IDENTITY BE VERIFIED? IF DOCUMENTARY EVIDENCE IS NOT READILY AVAILABLE, COLLATERAL CONTACTS ARE ACCEPTABLE. NO SPECIFIC DOCUMENT CAN BE REQUIRED.	<input type="checkbox"/> YES, IF ELIGIBLE BENEFITS CAN BE ISSUED PROVIDED ANY OUTSTANDING REQUIREMENTS HAVE BEEN MET GO TO QUESTION 2	<input type="checkbox"/> NO IF APPLICANT IS DEEMED ELIGIBLE, SNAP BENEFITS CANNOT BE ISSUED UNTIL VERIFICATION OF IDENTITY IS PROVIDED GO TO QUESTION 2
	2. WAS THE HOUSEHOLD'S LAST ISSUANCE AN EXPEDITED ISSUANCE?	<input type="checkbox"/> YES GO TO QUESTION 3	<input type="checkbox"/> NO IF DEEMED ELIGIBLE, HH CAN RECEIVE BENEFITS WITH ALL OTHER VERIFICATION PENDED, CONTINUE TO SECTION B
	3. IF YES TO QUESTION 2, HAS ALL RELEVANT VERIFICATION BEEN SUBMITTED?	<input type="checkbox"/> YES IF DEEMED ELIGIBLE HH CAN RECEIVE BENEFITS WITH ALL OTHER VERIFICATION PENDED, CONTINUE TO SECTION B	<input type="checkbox"/> NO IF HH IS DEEMED ELIGIBLE, SNAP BENEFITS CANNOT BE ISSUED UNTIL ELIGIBILITY IS VERIFIED. ALLOW 10 DAYS FOR VERIFICATION TO BE SUBMITTED. DATE REQUESTED: _____ DATE SUBMITTED: _____

SAMPLE

DATE OF ELIGIBILITY INTERVIEW:	WORKER NAME:
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SECTION B	<i>PLEASE COMPLETE FOR NON-CA SNAP HOUSEHOLDS ONLY</i>	
	1. IS ANY <u>ADULT*</u> (18 YEARS OF AGE OR OLDER) MEMBER OF YOUR HOUSEHOLD EITHER WORKING 30 OR MORE HOURS PER WEEK <u>OR</u> EARNING \$217.50 OR MORE PER WEEK? OR 2. ARE ANY TWO (2) <u>ADULT*</u> MEMBERS OF YOUR HOUSEHOLD <u>EACH</u> EITHER WORKING 20 OR MORE HOURS PER WEEK <u>OR</u> EARNING \$145 OR MORE PER WEEK?	<input type="checkbox"/> YES IF YES, HOUSEHOLD PRESUMPTIVELY QUALIFIES FOR WFSNAPI.
	<input type="checkbox"/> NO IF NO GO TO QUESTION 2.	
	<input type="checkbox"/> YES IF YES, HOUSEHOLD PRESUMPTIVELY QUALIFIES FOR WFSNAPI.	
	<input type="checkbox"/> NO IF NO, HOUSEHOLD DOES NOT QUALIFY FOR WFSNAPI.	

* (Also Minor Heads of SNAP Household)

AGENCY DISPOSITION OF SNAP BENEFIT ELIGIBILITY - CHECK APPROPRIATE BOXES

SECTION C	COMPLETION OF THIS SECTION IS OPTIONAL – DISTRICT DISCRETION <input type="checkbox"/> ELIGIBLE <input type="checkbox"/> ELIGIBLE (Applied on or before 15 th of month; zero benefit due to proration) <input type="checkbox"/> ELIGIBLE (Applied after 15 th of month; zero first month's benefit due to proration; full second month's benefit) <input type="checkbox"/> ELIGIBLE (Applied after 15 th of month; prorated first month's benefit plus second month's benefit) <input type="checkbox"/> INELIGIBLE: Indicate reason: <input type="checkbox"/> HOUSEHOLD IS INELIGIBLE FOR THE PROGRAM DUE TO PROGRAM RULES (provide explanation in comments.) <input type="checkbox"/> VERIFICATION OF IDENTITY NOT PROVIDED (SEE A1 ABOVE) <input type="checkbox"/> HH DID NOT SUBMIT ALL REQUIRED NON-IDENTITY VERIFICATION (SEE A3 ABOVE)
	Other Denial Reason/Comments _____

DATE OF FINAL DISPOSITION ON SNAP BENEFIT ELIGIBILITY:	WORKER NAME:
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Date: _____
Case Number: _____
Case Name: _____
Center: _____

Important Information About Your Supplemental Nutrition Assistance Program (SNAP) Case

Due to a computer error, you did not receive a phone call to recertify your SNAP benefits and your case was closed. This should not have happened.

A temporary telephone number has been created so that you can complete your recertification. Please call us at **(929) 397-4015** before **01/31/2017** to complete your recertification interview. You can call us at this number Monday through Friday from 8:30 A.M. to 5:00 PM.

If you want to complete your recertification in person, you can go into your SNAP center before 01/31/2017.

After your recertification interview, if we find that you can still get SNAP benefits, we will re-open your case and give you any benefits you might have lost.

We apologize for any inconvenience this may have caused you.

Fecha: _____
Número del Caso: _____
Nombre del Caso: _____
Centro: _____

Información Importante sobre su Caso del Programa de Asistencia de Nutrición Suplementaria (SNAP)

Debido a un error electrónico, usted no recibió una llamada telefónica para recertificar sus beneficios de SNAP y su caso se cerró. Esto no debió haber sucedido.

Se ha creado un número de teléfono temporario de manera que usted pueda llevar a cabo su recertificación. Favor de llamarnos al ~~(929) 397-4015~~ antes del **01/31/2017**, para realizar su entrevista de recertificación. Usted nos puede llamar a este número de lunes a viernes de 8:30 A.M. a 5:00 PM.

Si usted desea llevar a cabo su recertificación en persona, puede presentarse a su centro de SNAP antes del 01/31/2017.

Si después de su entrevista de recertificación, nosotros determinamos que usted aún puede recibir beneficios de SNAP, reabriremos su caso y le restituiremos cualquier beneficio que pueda haber perdido.

Nos disculpamos por cualquier inconveniencia que esto le pueda haber causado.