

not required. See Section 1.4,S,4 for instructions on proration due to delayed processing.

- Categorically Eligible AG's, as defined in item R,3, do not require a new form when all of the following conditions are met:
 - There is a WV WORKS application pending; and
 - SNAP benefits were denied; and
 - Subsequent to the denial, they are determined eligible to receive WV WORKS; and
 - The AG is otherwise Categorically Eligible.

The Worker provides benefits using the original application and any other pertinent information provided subsequent to that application. Benefits are paid from the date for which WV WORKS eligibility is established or the date of the original SNAP application, whichever is later. Changes must be recorded in CMCC.

NOTE: If an active WV WORKS case, also certified for SNAP benefits, is closed and there is enough information to continue the SNAP certification, benefits are continued with no interruption. A new application must not be required. See Chapter 2.

- When an individual's SNAP work requirement penalty expires, or he becomes exempt, he is added to the AG, if otherwise eligible, without having to complete an application, unless he is the sole AG member.
- When an ineligible ABAWD begins a new 36-month period, becomes exempt, or the county in which he resides or moves to becomes an NILC, he is added to the AG, if otherwise eligible, without having to complete an application, unless he is the sole AG member.
- When a SNAP AG is closed for failure to return the 12-month contact review form, the DFA-SNAP-12, a new application form is not required when the completed DFA-SNAP-12 is returned by the last day of the 13th month. Benefits are prorated from the date the DFA-SNAP-12 is returned.
- **When a SNAP AG is included in the face-to-face interview waiver and is closed for failure to return a completed CSLE form, a new application is not required when the completed CSLE is returned by the last day of the month following the end of the certification period. See Section 1.4,S,6,a,(1).**

B. COMPLETE APPLICATION

When the applicant signs a DFA-2 which contains, at a minimum, his name and address, his application is complete, and must be acted upon. When the applicant submits his application by inROADS, the application is considered complete when the signed signature page is received. An interview must be scheduled. See Sections 1.2,K, and 1.4,R,2 for mail-in and inROADS applications. See Section D, Interview Required, below.

NOTE: The DFA-5 is used only in conjunction with an application completed in RAPIDS when the DFA-2 cannot be printed for signature. Completion of the form, with no corresponding application in RAPIDS, does not protect the date of application.

An application is considered incomplete when the applicant chooses not to sign the DFA-2 or no signed signature page is received for an inROADS application. When this occurs, it is a withdrawal and appropriate data system action and client notification must be completed. The recording in Case Comments must specify that the client did not want to sign the application and the reason for his decision. The client should always be encouraged to sign the application to avoid a misunderstanding that he was denied the right to apply.

When the applicant chooses to leave or end the interview before it is complete and does not indicate to the Worker that he wants to withdraw his application, it is considered a withdrawal and appropriate action is taken.

C. DATE OF APPLICATION

The date of application is the date the applicant submits a DFA-2, in person, **by fax or other electronic transmission** or by mail, which contains, at a minimum, his name and address and signature. When the application is submitted by mail **or fax**, the date of application is the date that the form with the name, address and signature is received in the local office.

NOTE: When a faxed copy of an application is received that contains a minimum of the applicant's name, address and signature, it is considered an original application and no additional signature is required.

When the application is submitted by inROADS, the date of application is the date the signed signature page is received. These forms must be date-stamped when received.

NOTE: When the applicant has completed an in-office interview and there is a technical failure that prevents printing the DFA-2, Form DFA-5 must be signed by the applicant. Form DFA-RR-1 must also be completed and signed. He must not be required to return to the office to sign the DFA-2 when a DFA-5 has been signed. However, completion of a DFA-5 alone, without a corresponding application in RAPIDS, does not protect the date of application.

When a new DFA-2 is not required, the date of application depends on the situation. See item A above.

D. INTERVIEW REQUIRED

An interview is required when an application form is required. See item A above and Section 1.3 for situations when an application form is not required. See item E below about authorized representatives.

All individuals who apply for SNAP benefits using any method, are interviewed in a face-to-face contact, unless the application is taken by SSA, or unless **one or more of** the following **criteria is met:**

- All adult AG members are at least age 60 or disabled with no earned income or only excluded earned income **and the AG is certified for 24 months; or**
- All adult AG members are not elderly or disabled, but the AG is unable to appoint an authorized representative and there is no AG member able to come to the office because of transportation difficulties or similar hardships. Hardship conditions include, but are not limited to, illness, care of an AG member, hardships due to residence in a rural area, prolonged severe weather, work or training hours which prevent participation in an office interview; **or**
- **The AG is included in the SNAP face-to-face interview waiver. See Section 1.4,S,6.**

In these situations only, the intake interview may be conducted by telephone or a scheduled home visit.

When the intake interview is conducted by either of these methods, a DFA-2 is still required. The Worker must either complete the DFA-2 during the interview or print the DFA-2 from RAPIDS after the interview and mail it to the client with the DFA-RR-1 for signature on both forms. If the applicant has submitted a

completed DFA-2 and DFA-RR-1 prior to the interview and no changes have been made to either form during the interview, then no additional DFA-2 or DFA-RR-1 is required. If changes are made during the interview, the Worker must either complete or print a new DFA-2 and mail it to the applicant with the DFA-RR-1 for signatures on both forms.

When a SNAP application is submitted using inROADS, the Worker must schedule an interview with the client after the signed signature page is received. If the applicant keeps the appointment for the interview, procedures for the intake interview and application processing apply. See Section 1.4,R,4 for procedures for missed interview appointments.

Waiver of a face-to-face interview does not affect the length of the assigned certification period.

E. WHO MUST BE INTERVIEWED

The identity of the applicant AG member and/or authorized representative must be verified and documented in the case record prior to benefit approval.

1. AG Member

Any adult member of the AG may be interviewed and sign the DFA-2. If there is no member of the AG age 18 or over, any member may apply.

The applicant may bring any person he chooses to the interview. This person may participate in the interview only to the extent the applicant wishes. The AG must be informed that it is responsible for repayment of any overissuance caused by erroneous information provided by this person.

2. Authorized Representative

An adult non-AG member may participate in the interview as an authorized representative of the AG, either with or without an AG member. This individual must be authorized and designated in writing by an adult member of the AG or by any AG member if there is no member at least age 18. The authorized representative must have sufficient knowledge of the AG's circumstances to provide the necessary information. The authorized representative may act on the AG's behalf in making an application, completing a redetermination or reporting information during the certification period. See Section 2.2,B for reported changes.

Different individuals may be selected for each activity which requires an authorized representative, i.e., one person may complete an application and another may report a change. Unless it is otherwise documented from the AG, the authorized representative who completes the application

- If the client contacts the office within 30 days from the application date, the Worker reschedules the interview and issues the RAPIDS notice NA2I to confirm the rescheduled appointment. If eligibility is established in the 30-day application processing period, benefits are prorated from the date of application. The application is denied on the 30th day after the application date if the interview cannot be rescheduled within the 30-day application processing period.
- Deny the application on the 30th day after the date of application when the client misses the scheduled interview and does not contact the office to reschedule it.

EXAMPLE: An application is received by mail on October 1st and an interview is scheduled for October 10th. The client fails to complete the interview and the Worker issues the NA3I notice from RAPIDS on October 11th. The client does not contact the Worker to reschedule the interview by October 30th and the Worker denies the application on October 31st.

If the client misses both interviews or fails to keep or postpones the second interview at his request until after the 30th day following the date of application, the delay is the fault of the client. No benefits are issued until he completes an interview and supplies information to establish eligibility. The beginning date of eligibility is the date the information is supplied. Provisions in Section 1.4,M for the beginning date of eligibility apply when the client completes all application requirements, including the interview, within 60 days of the date of application.

NOTE: A notice of missed interview is not required when an interview is scheduled, but an application has not been submitted. See Section 1.4,C for the date of application.

See Section 1.4,S,4 for missed scheduled interview procedures for redeterminations.

S. REDETERMINATION VARIATIONS

Redetermination procedures are the same as application procedures except in the following situations.

NOTE: Redeterminations for AG's certified **for 24 months or AGs included in the SNAP waiver of the face-to-face interview can submit their redetermination by inROADS.**

1. Redetermination Cycle

When a case is redetermined and found eligible, a new redetermination date is entered. See item N.

2. Redetermination Alerts

See RAPIDS User Guide.

3. Scheduling Interviews

A face-to-face interview is required unless certain exceptions are met. See below. The same individual(s) who may be interviewed and sign the application may be interviewed and sign a redetermination.

EXCEPTIONS:

- AG's which are certified for 24 months. See Section 2.2,B,4
- **The interview was** completed by SSA. See Section 1.4,D.
- AG's that meet the criteria to have the face-to-face interview waived. See Section 1.4,D.
- **AGs that are included in the SNAP waiver of the face-to-face interview. See Section 1.4,S,6.**

All SNAP AG's must receive a notice of expiration of the certification period. For cases certified for more than one month, the notice must be received in the month prior to the last month of certification.

The local office has the following options in scheduling face-to-face redetermination interviews:

- Schedule an interview by sending an appointment letter to each AG to be redetermined.

The appointment may be scheduled anytime during the last month of certification. However, if the client's appointment is scheduled after the 15th, he may request and must be granted an appointment for the 15th or earlier. The client must be given 15 days from the date of the appointment letter before any penalties are applied for failure to keep the appointment.

- Redeterminations for pure SSI AG's may be initiated by SSA staff and completed by the Worker. The AG is notified of this service by form ES-FS-3. See item R.

4. Completion

A SNAP redetermination is a reapplication for benefits. Under no circumstances are benefits continued past the month of redetermination, unless a redetermination is completed and the client is found eligible.

If the recipient is no longer eligible, the SNAP AG is closed.

Clients who reapply in a timely manner, complete the interview and provide requested verification within the Worker's deadline must receive uninterrupted benefits or have lost benefits restored if the Department's delays cause benefits to be interrupted. The client does not lose the right to uninterrupted benefits if the Worker establishes a deadline for verification which extends into the new certification period.

Uninterrupted benefits means benefits are received within 30 days of the last issuance. For longer certifications, uninterrupted benefits means benefits are received at the usual time in the issuance cycle.

EXCEPTION: AG's which have met all redetermination requirements are entitled to uninterrupted benefits. When this cannot be done due to the time frame for submitting missing verification, the Worker must take action to reinstate benefits so that the client receives benefits within five working days after supplying the missing verification, if eligible.

In the following redetermination situations, benefits are not prorated and the certification period begins the month following the end of the certification period.

- The verification is due within the last month of the certification period and is returned by the last day of the certification period; or
- The verification is due after the last day of the certification period and is returned by the date the Worker specifies. A reapplication is not required.
- The redetermination is not submitted until the month following the end of the certification period due to an Agency error.

In the following redetermination situations, benefits are prorated and the certification period begins the month following the end of the certification period and a reapplication is not required.

- The verification is due within the last month of the certification period and is not returned until the following month. Benefits are prorated from the date the verification is returned.
- The verification is due after the last day of the certification period and is returned after the due date, but by the end of the month it was due. Benefits are prorated from the date the verification is returned.

In the following redetermination situations, a reapplication is required. Benefits for the first month of certification and the beginning of the certification period are determined as they are for any other applicant.

- The verification is due within the last month of the certification period and is not returned by the end of the certification period or during the following month; or

- The verification is due after the last day of the certification period and is not returned by the last day of the month it was due, i.e., the month following the end of the certification period.
- The AG does not submit a redetermination before the end of the certification period.

EXAMPLE: A SNAP AG is redetermined on July 3rd and submits required verification by July 20th. The new certification period begins August 1. Benefits are not prorated.

EXAMPLE: Same situation as above, but the verification is not provided until August 4th. No reapplication is required and August is the first month of the new certification period. Benefits are prorated from August 4th.

EXAMPLE: A SNAP AG is redetermined on July 29th and the verification is due by August 8th. The verification is received in the local office on August 4th. The first month of the new certification period is August. Benefits are not prorated.

EXAMPLE: Same situation as above, but the verification is returned on August 20th. The first month of the new certification period is August. Benefits are prorated from August 20th.

EXAMPLE: Same situation, but the verification is not returned until September 3rd. The AG must reapply because the verification was not returned within the month following the last month of the certification period.

Clients who fail to reapply timely, fail to complete an interview or fail to submit missing verification by the established deadline lose the right to uninterrupted benefits. Some failures to provide verification may only result in loss of a deduction, not ineligibility.

When the client submits a redetermination, either in person, by mail, **fax** or inROADS, but fails to complete a scheduled interview for redetermination, he is notified of the missed interview and that it is his responsibility to reschedule the interview. In addition, he receives notice of AG closure if the redetermination is not completed.

When the client does not submit a redetermination and fails to complete a scheduled interview and redetermination, he is notified only of AG closure.

EXAMPLE: A SNAP redetermination is scheduled for September 1. The client calls the office and requests a redetermination form be mailed to him and that an interview be scheduled to accommodate his work hours. The interview is scheduled for September 10th and the client returns the redetermination form by mail on September 7th. The client misses the scheduled interview on September 10th. Because he filed a redetermination by mail, but missed a scheduled interview, the Worker sends a notice to inform the client he is responsible for scheduling another interview. At adverse notice deadline, if the client has not completed the interview, a closure notice is sent.

EXAMPLE: Same situation as above, but the client does not file a redetermination or appear for an interview. No notice is required for a missed interview because a redetermination was not submitted, but a closure notice is sent.

5. Overdue Redetermination

SNAP AG's which are due for redetermination and for whom a redetermination has not been completed are automatically closed by the data system on the adverse action deadline of the month when a redetermination is due.

6. **SNAP Waiver of the Face-to-Face Interview**

Beginning July 1, 2009, WV implemented a waiver of the face-to-face interview at redetermination for select AGs. In lieu of a face-to-face interview, a telephone interview will be conducted for these select AGs effective with the August 2009 redeterminations. The select AGs are those that do not include TANF benefits, specific Medicaid coverage groups that require a face-to-face interview or SNAP AGs certified for 24 months.

NOTE: AGs that are not included in this waiver may still have the face-to-face interview waived, as long as the AG meets any of the requirements specified in Section 1,4,D.

Implementation of the waiver will be phased in statewide with the following schedule:

July 2009

**Cabell
Marshall**

**Preston
Raleigh**

October 2009

Barbour
Brooke
Fayette

Hancock
Kanawha
Putnam

Taylor
Tyler
Wetzel

January 2010

Berkeley
Calhoun
Gilmer
Greenbrier
Harrison
Jackson
Jefferson

Lewis
Lincoln
Mason
Mercer
Monroe
Morgan
Nicholas

Ohio
Pocahontas
Randolph
Roane
Summers
Tucker
Upshur

Wayne
Webster
Wirt
Wood

April 2010

Boone
Braxton
Clay
Doddridge
Grant
Hampshire

Hardy
Logan
Marion
Mineral
Mingo
Monongalia

McDowell
Pendleton
Pleasants
Ritchie
Wyoming

a. **Face-to-Face Interview Waiver Redetermination Process**

AGs included in the SNAP waiver of the face-to-face interview must complete a redetermination by the end of the 6th month of eligibility. Under no circumstances are benefits continued beyond the last month of the certification period, unless the redetermination process has been completed and the AG is determined eligible. AGs that complete a redetermination in a timely manner, as specified in Section 1.4,S,4, must receive uninterrupted benefits or have lost benefits restored if the Department's delay causes an interruption in benefits.

(1) **Redetermination Forms**

RAPIDS form CSLE or inROADS is used. The CSLE, inROADS redetermination or the DFA-2 and DFA-RR-1 may be used for a redetermination. RAPIDS automatically mails the CSLE in the 5th month of the certification period. The form must be completed and returned prior to the scheduled telephone interview date specified on the CSLE. The form is considered

complete when signed and dated by the client or his authorized representative or completed and submitted by inROADS.

If the CSLE is not completed and returned by the end of the certification period, benefits are stopped. Notice of closure is required, but advance notice is not required. If the CSLE is returned in the month after the end of the certification period, no DFA-2 is required for reapplication. The CSLE is used as the application form and benefits are prorated from the date the application is received in that month.

NOTE: If the CSLE is used as an application form, a face-to-face interview is required, unless it is waived as specified in Section 1.4,D.

(2) Redetermination Interview

An interview is required regardless of the method by which the redetermination is completed. A telephone interview is conducted unless one or more of the following criteria is met:

- The client or his authorized representative requests a face-to-face interview. The Worker must schedule the appointment; or
- The Department determines that a telephone interview is not appropriate due to questionable circumstances. The criteria stated in Section 4.1 for questionable circumstances for verifications, also apply to and serve as guidance for scheduling face-to-face interviews due to questionable circumstances. Supervisory approval and case documentation is required when scheduling a face-to-face interview due to questionable circumstances.

When an AG submits a completed CSLE or inROADS redetermination prior to the scheduled telephone interview date, the Worker must contact the AG at the specified time to conduct the telephone interview. The Worker must make a reasonable attempt to contact the AG to conduct the telephone interview. If an AG does not answer the Worker's call, the Worker must

document in case comments the reasonable attempt(s) made prior to a determination that the appointment was missed. The AG is notified of the missed interview and the responsibility to reschedule. The notice of missed interview is included in the RAPIDS notice of closure and/or denial.

When an AG submits a completed CSLE or inROADS redetermination after the originally scheduled interview date, the Worker must schedule another telephone interview appointment. The telephone interview appointment must be scheduled within a reasonable amount of time to permit notice to the client and to conduct the interview.

NOTE: All interviews must be scheduled using current RAPIDS procedures.

T. THE BENEFIT

USDA is responsible for authorizing business establishments to accept SNAP benefits. SNAP benefits may be used to purchase food for home preparation, seeds and plants which produce food for home consumption. They cannot be used to buy hot foods that are ready to eat or foods that may be eaten in the store.

Before the implementation of EBT, coupons were printed in six denominations and issued in books with the following denominations: 2, 7, 10, 40, 50 and 65. These coupons may still be used at any retailer that participates in the SNAP Program.

When notification of SNAP certification is computer-generated, the ID card is the top portion of the computer-generated notification letter. The Worker does not issue an initial ID card when the client notification is system-generated.

NOTE: The Food and Nutrition Act of 2008 de-obligates coupons on June 17, 2009. Retailers or businesses authorized to accept SNAP benefits will no longer be required to accept coupons after June 17, 2009. Clients must be encouraged to use any coupons prior to that date, as coupons cannot be converted to EBT accounts.