

October 2009

Barbour  
Brooke  
Fayette

Hancock  
Kanawha  
Putnam

**Randolph**  
Taylor  
**Tucker**

Tyler  
Wetzel

January 2010

Berkeley  
Calhoun  
**Doddridge**  
Gilmer  
Greenbrier  
Harrison  
Jackson

Jefferson  
Lewis  
Lincoln  
Mason  
Mercer  
Monroe  
Morgan

Nicholas  
Ohio  
**Pleasants**  
Pocahontas  
**Ritchie**  
Roane  
Summers

Upshur  
Wayne  
Webster  
Wirt  
Wood

April 2010

Boone  
Braxton  
Clay  
Grant  
Hampshire

Hardy  
Logan  
Marion  
Mineral  
Mingo

Monongalia  
McDowell  
Pendleton  
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 6<sup>th</sup> 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 5<sup>th</sup> 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