

is assumed to be authorized to report changes as well. An authorized EBT cardholder is considered to be authorized to report changes as well, but must not be considered authorized to complete an application or redetermination, unless specified by the AG. See item T,3,b,(3) for authorized cardholders for EBT. A recording must be made in case comments regarding the authorized representatives' status.

The AG must be informed that it is responsible for repayment of any overissuance caused by erroneous information provided by the authorized representative.

The RD or CSM may disqualify an authorized representative or authorized cardholder for up to one year, provided there is evidence that the individual has committed any one of the following offenses:

- Misrepresenting an AG's circumstances; or
- Knowingly providing false information about the AG; or
- Using SNAP benefits improperly.

The Worker must send written notification to the affected AG and the authorized representative or authorized cardholder 30 days prior to the date of the disqualification. The letter must include: the fact that disqualification of the individual is proposed, the reason for the action, the AG's right to a Fair Hearing, the telephone number of the office and the name of the person to contact for additional information.

This disqualification provision does not apply to drug and alcoholic treatment centers and GLF's which act as authorized representatives, information providers or authorized cardholders for their residents.

F. WHO MUST SIGN

More than one signature is never required for a SNAP application.

If an applicant for, or recipient of WV WORKS is applying for SNAP benefits, the SNAP benefits cannot be denied solely because of the absence of the two signatures that may be required for WV WORKS. The rules governing who must sign are the same as below.

The individual who is interviewed signs the application. If more than one individual is interviewed, both may, but are not required, to sign. Only an AG member or authorized representative may sign the application.

G. CONTENT OF THE INTERVIEW

All SNAP applicants must be screened for Expedited Service on the day the application is made, whether the client is applying for SNAP benefits only or SNAP benefits in combination with any other Program.

NOTE: The applicant may bring any person he chooses to the interview.

In addition to the responsibilities in Section 1.2, the Worker has the following additional responsibilities during the intake interview:

- Explain all aspects of the SNAP Program including application processing time limits, expedited service, basis of initial and ongoing issuance, combined issuance, method of issuance, date benefits should be received, how to use SNAP benefits and the EBT card.
- For homeless AGs with shelter costs, explain the option of using the Homeless Shelter Standard Deduction versus actual shelter and SUA costs.
- Explain the interview options that are available.
- Explain that the receipt of SNAP benefits has no effect on time limits for WV WORKS, and SNAP benefits may continue even when WV WORKS stops.
- Explain certification periods and specific reporting requirements.
- Explain the Department's employment programs and the requirements for keeping job/training appointments, accepting employment or training, registering for SNAP E&T and the consequences for failing to comply with the requirements.
- Explain the authorization to receive information and referral services about TANF and other programs offered by the WV DHHR.
- When appropriate, explain the definition of an ABAWD, the time limits, the work requirements, reporting requirements and exemptions. See Sections 2.2,D,7 and 9.1,A.
- Explain the following about EBT:
 - SNAP benefits will be deposited into an EBT account and accessed with an EBT card
 - When the first card and PIN will be received and **how to create a PIN.**

- **The first card must be activated prior to use.**

- When the benefits will be available in the account

NOTE: The Worker must determine if there is an existing EBT account and reactivate expunged accounts. He must also inform the client of the availability date of any balance remaining in the account.

- The importance of choosing an authorized cardholder who can also access the EBT account

NOTE: For EBT, the AG may have an authorized cardholder to spend benefits from the AG's EBT account. There is not a separate case or EBT account, but the authorized cardholder has a separate EBT card with his own Personal Identification Number (PIN) and uses the card to spend benefits from the AG's EBT account in the same manner as the AG's payee. The authorized cardholder, authorized representative and the information provider may be the same or different individuals, at the discretion of the AG's payee. See items E and T of this section.

- Services which are available by calling the EBT Helpline and using either the Interactive Voice Response Unit (IVRU) or speaking with a Customer Service Representative (CSR). These services include, but are not limited to, activation of a new card, deactivating a lost/stolen/damaged EBT card, obtaining a new or different PIN, cancellation of an authorized cardholder or checking an account balance.

H. DUE DATE OF ADDITIONAL INFORMATION

Additional information is due 30 days from the date of the DFA-6 or verification checklist.

I. AGENCY TIME LIMITS

Data system action must be taken and, if eligible, the client must receive his first SNAP benefits within 30 days of the date of application, unless Expedited Service applies. See item O. The Worker must take action to approve all eligible applications as soon as possible. When the application must be denied because the client has not responded to an DFA-6 or verification checklist within 30 days, the Worker must wait until the 30th day to deny the application.

J. AGENCY DELAYS

If, because of an agency error, an application has not been acted on within the required time limit, corrective action must be taken immediately.

It is a requirement that the DFA-6 or verification checklist be given to applicants no later than 30 days after the date of application, if one is required. If the agency failed to request the necessary verification, the Worker must immediately send an DFA-6 or verification checklist to the applicant and note that the application is pending. When the information is received, benefits are retroactive to the date of application.

If the agency failed to act promptly on the information already received, benefits are retroactive to the date eligibility would have been established had the agency acted in a timely manner. See Section 6.2,D for notification requirements.

EXAMPLE: Application was made November 2. The pending information was received November 17, but the Worker overlooked the application until December 17. It was processed on December 17 when the Worker discovered the error. The client was found eligible. The client is issued benefits retroactive to November 2.

K. PAYEE

The term payee identifies the person to whom benefits are issued.

For EBT purposes, certain information about the RAPIDS primary person is sent automatically to the EBT vendor in what is called a demographic record. This information is used to set up the EBT account, mail the EBT card and to identify the payee and authorized cardholders for security card replacement procedures. The card is sent to the primary person. A primary person who is not a payee can be issued an EBT card as an authorized cardholder, if so designated by the payee. See item T.

L. REPAYMENT AND PENALTIES

1. Repayment

When there is an outstanding claim, RAPIDS automatically initiates repayment upon approval. See Chapter 20.

2. Penalties

Individuals who have not complied with a SNAP work requirement may be ineligible for a specified time. The Worker must determine if any AG member is still subject to a penalty. See Chapter 13.

EXAMPLE: Mr. B applies for SNAP benefits on May 1 and is found eligible for Expedited Service. He is certified for one month only and verification is postponed. He reapplies on May 12 for June. He provides all verification that was postponed from the previous expedited certification. He has \$0 income and is eligible beginning in June. He qualifies for Expedited Service because he provided the postponed verification from the previous expedited certification.

2. Screening For Expedited Service

Every applicant must be screened on the date of application for eligibility for Expedited Service whether or not the applicant requests this service.

In addition, an Expedited Service eligibility decision must be made on the date of application.

If, for any reason, an AG is not identified on the date of application as being eligible for Expedited Service, or is not eligible at that time, and the Worker subsequently discovers that the AG is entitled, the Worker provides Expedited Service as if entitlement had been established on the date of application. However, the time limits are calculated from the date the Worker discovers the entitlement, not from the date of application.

AG's requesting, but not entitled to Expedited Service, have their applications processed according to normal standards. See Section 6.2,E for notification requirements.

The DFA-2 or **the case record** must show that the application was screened for Expedited Service and the justification for the Worker's decision at application. Any changes in the original decision **documented in the case record**.

3. Variations In Usual Procedures

AG's which qualify for Expedited Service are entitled to receive faster service. To ensure faster service, some exceptions to standard procedures apply.

a. Verification/Work Requirements

Only verification of identity is required prior to approval. Verification of eligibility requirements is temporarily waived, unless it can occur within the Expedited Service time frame. This does not mean that eligibility requirements are waived prior to approval, only that the

routine verification of them is postponed. This also applies to the verification of and the application for an SSN. All reasonable efforts must be made to meet all routine verification requirements prior to confirmation. See Chapter 4.

Postponed verification must be received prior to the second issuance.

EXCEPTION: Combined issuance procedures require verification be received prior to the third issuance.

If the applicant is able to verify identity, before, or at the same time, the additional information for which the case was pending is received, procedures for Expedited Service apply. The client also qualifies for Expedited Service if the verification of identity is received at the same time the pending information is received. In addition, if the pending information is received, but not acted on, and then the verification of identity is received, Expedited Service procedures are appropriate. This must be explained to the client.

Prior to approval, the non-exempt individual(s) who completes the application process is subject to the work requirements that apply at application. The Worker must also attempt to have all other non-exempt individuals in the AG comply with the work requirements prior to approval. When this is not possible within the Expedited Service time frame, all other non-exempt individuals must comply with the work requirements by the second issuance.

EXCEPTION: Combined issuance procedures require compliance prior to the 3rd issuance.

b. Time Limits

Federal regulations require that SNAP benefits be received by an eligible Expedited Service AG no later than the close of business on the 7th calendar day following the date of application.

To ensure this happens, consideration must be given to the following factors:

- SNAP benefits are available in the client's EBT account the day after approval in RAPIDS.

- If the AG does not already have an EBT card and/or PIN, the EBT card is mailed the day after entry of information in RAPIDS.
- The client must receive benefits no later than 7 calendar days after the date of application, including weekends and holidays.
- If eligibility is overlooked on the date of application or the client subsequently becomes eligible, data system action must be taken on the same date the Worker discovers the client is eligible.
- The intention of the Expedited Service policy is to provide assistance quickly. When an uncontrollable situation forces a delay, the application must be processed as soon as possible. A recording must substantiate the reason any expedited approval was not confirmed timely.

c. Combined Issuance

When a SNAP applicant meets all the following criteria, his first prorated benefit and first full benefit must be issued at the same time.

- The client applies for an initial month's benefits. Initial month is defined as the first month for which the AG is certified for SNAP benefits following any period of time during which the AG was not certified.
- Application is made on or after the 16th of the month.
- The client is eligible for the initial month and the next subsequent month.
- The client is eligible for Expedited Service.

To reduce the time period between the receipt of the Combined Issuance and the third month's issuance, the approval must be confirmed by the first working day of the third month if the client continues to be eligible.

The policy regarding Combined Issuance applies when the applicant is also a WV WORKS applicant. The procedures used to accomplish the Combined Issuance must not delay the processing of WV WORKS AG's.

The client must be told during the intake interview that his Combined Issuance must last until his next issuance is available and the date his next issuance will be available. He must also be told that no additional SNAP benefits are available should he use them all prior to receipt of the next issuance.

RAPIDS notifies each client who receives a Combined Issuance.

P. CLIENT NOTIFICATION

See Chapter 6.

Q. DATA SYSTEM ACTION

Each application requires data system action to approve, deny or withdraw and a recording in case comments to support the action.

R. SPECIAL CONSIDERATIONS

Special considerations are outlined below.

1. Joint SSI/SNAP Application/Redetermination Process

SSA offices accept SNAP applications for pure SSI AG's and forward them to the local office.

The work requirements in Section 13.2 are waived for individuals who complete the joint SSI/SNAP application process until eligibility for SSI is determined.

- Persons determined eligible, but who receive zero benefits, such as:
 - SSI recipients whose benefits are withheld for repayment
 - Persons whose SSI payments are suspended.
- The presence of any of the following people does not prevent the remaining AG members from being categorically eligible.
 - Ineligible alien
 - Ineligible student
 - Any individual disqualified due to enumeration
 - Any individual disqualified as a drug felon

NOTE: An SSI recipient who is convicted of a felony drug offense as described in Section 9.1,A,2,f, is ineligible to be included in a SNAP AG.

b. Who is not Categorically Eligible

An AG is not categorically eligible only in the following situations

- A person who is normally required to be a member of the AG is disqualified due to an IPV.
- The AG refuses to cooperate in providing information necessary to make an eligibility determination.
- The AG is ineligible due to the striker provisions.
- The AG is in a penalty for transfer of assets.
- The AG does not meet any of the requirements in Section 1.4,R,3,a.

c. Presumed Eligibility Requirements

Once it is determined that an AG qualifies for Categorical Eligibility, the following eligibility requirements are presumed to be met.

- Asset limit: **The transfer of assets policy is applied as appropriate.**
- Gross income limit, when applicable
- Net income limit
- Sponsored alien information
- Residency
- SSN information: **Only if the AG member is receiving a benefit which requires the SSN to be verified.**

If any of the presumed information is questionable, it is verified. All other eligibility requirements of the SNAP Program are applicable to categorically eligible AG's.

d. Special Processing Requirements

The following special processing requirements apply:

(1) TANF Benefit Applicants

- To determine if an AG is categorically eligible due to its status as a recipient of TANF-funded benefits, the Worker may temporarily postpone, within the 30-day processing limit, the SNAP eligibility determination if the AG is not eligible for Expedited Service and appears categorically eligible.

- The Worker must not deny an AG that could be categorically eligible until the 30th day to determine if the AG is eligible to receive a TANF-funded benefit.

This applies to AG's that:

- Have an application for TANF-funded benefits pending; and
- Are denied SNAP benefits; and
- Are later determined eligible for TANF-funded benefits; and
- Are otherwise categorically eligible.

The Worker must provide benefits using the original application and any information supplied later. Benefits are issued from the date for which TANF-funded benefit eligibility is established or the date of the original SNAP application, whichever is later. The client cannot be required to complete a new DFA-2 or another interview. The Worker may contact the client to update the DFA-2 information by mail or by telephone.

(2) SSI Applicants

Persons who apply for SSI and SNAP benefits at the same time have SNAP eligibility determined as any other AG until Categorical Eligibility is met.

SSI applicants who are denied SNAP benefits, must be informed in the denial notice of the possibility of potential Categorical Eligibility should they become SSI recipients.

4. Procedures For Missed Scheduled Interviews

When an application is received in person, by mail or by inROADS, and the client subsequently misses a scheduled interview, the following procedures apply.

- Notice must be sent to the client informing him that he missed the scheduled interview and that it is his responsibility to reschedule. RAPIDS notice NA3I must be sent to the client within a reasonable amount of time to insure that the interview and/or application can be completed within the 30-day application processing period.