

2. Data Exchange, Reports, and Alerts

See Chapter 3 for IEVS information. All SNAP benefit reports are found in MOBIUS.

B. REPORTING REQUIREMENTS

All SNAP AG's must report changes related to eligibility and benefit amount at application and redetermination. SNAP AG's are subject to Limited Reporting requirements and the reporting requirements in this Section apply to recipient AG's only.

The reporting requirements for SNAP recipients are only for SNAP benefits and do not affect the reporting requirements of any other program of assistance that the AG also receives.

Regardless of the SNAP reporting requirement, all changes reported directly by an AG member, the AG's authorized representative and/or authorized EBT cardholder, or from a source that is listed as verified upon receipt below must be acted on, even if the AG is not required to report the information.

EXCEPTION: The AG is not required to report any periodic cost-of-living increases (COLA's) in federal benefits, such as the yearly increase in RSDI, SSI, Black Lung or VA benefits. This exception does not apply to an individual change affecting the level of a client's benefits, only to mass changes. See item D,8 below.

1. Limited Reporting

Once approved, all AG's must report when the total gross earned and unearned income of the AG and all other individuals who reside with the AG exceeds the AG's gross income limit. This must be reported no later than the 10th calendar day of the month following the month in which the change occurs.

No other changes are made for these AG's unless the information is reported by an AG member, comes from a source which is verified upon receipt, or from a source which is considered reported. See Item 2 below.

EXAMPLE: A 2-person AG is certified in April. On May 20th, one of the AG members begins working full-time. When the AG calculates the income received in May, it is below the gross limit. In the middle of June the client receives a raise. He receives one pay check in June with his

7. Cost-Of-Living Increases In Federal Benefits

Recipients of federal benefits such as RSDI, SSI, Black Lung or VA Benefits may receive periodic cost-of-living increases (COLA's). RSDI/SSI increases are handled in accordance with instructions in Appendix B of this Chapter. All other federal benefit cost-of-living increases are treated as any other change, except that the client is not required to report the change nor is repayment required when the client fails to do so.

8. Change Of Address

A change of address is made in the data system as soon as the client reports it. Any other changes which the client reports, in addition to the address change, are also acted on at the same time, when notice requirements permit.

A change of address after deadline does not affect receipt of SNAP benefits in an EBT account. When the client requests a replacement EBT card and his address has changed, the address change must be made in RAPIDS before the new card is issued to insure the card is sent to the correct address.

NOTE: For EBT, changes in the payee, address and authorized cardholder can be made immediately since files are sent to the vendor overnight and changes are not restricted to RAPIDS deadlines.

9. Continuation Of Benefits

When a WV WORKS or Medicaid AG, also certified for SNAP benefits, is closed, and there is enough information to continue SNAP benefits, the SNAP benefits must continue with no interruption in benefits. When notification of the closure is sent, it must also state that the AG continues to be eligible for SNAP. See Chapter 6. It is expected most AG's will continue to be eligible.

A new DFA-2 is not required. See Chapter 1 for establishing the redetermination date.

When there is not enough information to continue SNAP benefits, a DFA-6 or verification checklist is sent to request the additional information needed. If the AG does not respond, notice for closure of the SNAP AG is sent. See Chapter 6.

10. Complaints Regarding Trafficking of SNAP Benefits

Complaints concerning a store trafficking SNAP benefits, such as a retailer buying EBT benefits for cash or selling ineligible items are referred by the Worker to the USDA FNS Charleston Field Office at (304) 347-5944.

Complaints concerning a recipient who is trafficking SNAP benefits must be referred to IFM by the Worker. See Section 20.2.

11. SNAP Benefits Returned to EBT Account

NOTE: The Food and Nutrition Act of 2008 de-obligates coupons on June 17, 2009. All Food Stamp Coupons expired on that date. They will no longer be accepted by retailers or businesses that are authorized to accept SNAP benefits. Food Stamp Coupons cannot be redeemed for food or exchanged for EBT benefits. Food Stamp Coupons cannot be used as payment toward outstanding claims against a SNAP account regardless of the length of time the account has been outstanding.

When the client wishes to return SNAP benefits which are in the EBT account, the client is referred to the Repayment Investigator when such staff is available in the local office. The RI completes a claim and removes the benefits from the EBT account, using the administrative terminal, and credits the benefits as a repayment on the claim. The client must sign form IFM-EBT-1. The RI completes the bottom of the form to indicate the benefits were removed.

If IFM staff is not available in the local office, a Supervisor in the local office completes the IFM-EBT-1, removes the benefits from the EBT account, using the administrative terminal. The Supervisor completes a referral through RAPIDS to IFM for the claim and forwards the original IFM-EBT-1 to the RI.

When the client is unable or unavailable to sign the IFM-EBT-1, the Worker must write "Signature Not Available" and record the reason.

12. Grant Level Expungement

Grant refers to the procedural process of depositing any SNAP or cash benefits into an EBT cardholder's account.

The aging process is based on a first-in, first-out basis, oldest to newest, which means that each grant month deposit has a separate aging cycle. The last activity date will be the parameter which determines the aging of a grant. Once a grant month account has reached 365 days of non-use, that grant month is expunged and the EBT account is closed. The Worker must check the EBT account and card status when speaking with a client regarding the receipt and/or access to both SNAP and cash benefits. Although an account has an expungement, there may be remaining grant month amounts in the account that will not be available to the cardholder until the account status has been reset to active.

NOTE: Expunged accounts are not automatically reset when a grant is posted to the account. Expungement occurs based upon client initiated activity and the time a monthly grant was posted to the account. Once the Worker resets an expunged account, the grant aging and grant expungement process will continue for remaining grants on an account until the cardholder performs a debit transaction on both SNAP and cash accounts.

a. Inactive – 305 Days on Non-Use

An alert will be sent to IFM. This will give IFM an opportunity to act on an open claim for the case.

b. Dormant – 335 Days of Non-Use

An alert will be sent to the Worker and a letter will be sent to the client advising they have not used benefits from the account during the past 335 days. The notice advises if they do not take action within 13 days and a claim is present, the benefit from this benefit month will be applied to the claim. Even if a claim is not present, a transaction must be made to prevent removal of that benefit month.

13. EBT Cards Received In The Local Office

The local office may receive an EBT card from any number of sources, including the client, the Postal Service or other individuals. Regardless of the manner in which the card is received, it must be handled as a negotiable and secured by the Financial Clerk. The local office must not retain an EBT card for a client to claim unless he receives his mail at the office. When a replacement card is required, the Worker can request it through RAPIDS or the client can request it by using the EBT Helpline. The following procedures are used for EBT cards received in the local office.

a. Client Receives Mail in Local Office

When a client receives his EBT card by mail in the local office, it must be secured by the Financial Clerk and entered on the negotiable log. The client must sign for the card when claimed. If not claimed within 5 calendar days, the Financial Clerk notifies the Worker. If not claimed in 30 calendar days, the Financial Clerk must contact the EBT Project Office (WV EBT) by GroupWise with the card name and number and how it was received to have the card deactivated. The card is then destroyed, noted on the negotiable log and the Worker is notified.