

1.4 SNAP APPLICATION PROCESS

This Section describes the process for determining initial and ongoing eligibility for the SNAP Program.

A. APPLICATION FORMS

Applications may be submitted using the DFA-2 or inROADS. See Section 1.2 for the inROADS process.

Usually an application form is required to reapply for SNAP benefits. However, there are times when an AG may reapply without completing a new form. See Section 1.3 for reopening benefits during a certification period.

- If an applicant AG fails to provide the verifications requested on the DFA-6 or verification checklist within the specified time limit and the application is denied, the AG must be given an opportunity to have its eligibility established for up to 60 days from the date of application without completion of a new form.

If the client brings in the verifications before the 60-day period has expired, the Worker determines the AG's eligibility based on the original application, noting in Case Comments any changes which have occurred since the form was completed. If the application is approved, SNAP benefits are not retroactive to the date of application because the approval delay was the fault of the client. Benefits are issued from the date the client provides the verification. The Worker provides benefits using information reported during the original application and any other pertinent information provided prior to approval.

EXAMPLE: An application for SNAP benefits was made on November 1st. A DFA-6 was issued requesting verification of income by November 30th. The verification was not provided by this date and the application was denied. The client brought in the requested information on December 5th. No new application form is required since the client reapplied within 60 days of the date of application. However, if the client is eligible, SNAP benefits are issued from December 5th.

- Different procedures apply when the case is closed because of failure to provide needed verification at the time of redetermination. When the client provides the verification within 30 days of the end of the certification period, it is still considered a redetermination and a new application is

not required. See Section **on Application and Redetermination Variations** for instructions on proration due to delayed processing.

- Categorically Eligible AG's, as defined in **Special Considerations of this section**, 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 case comments.

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 a SNAP AG is closed for **failure to complete** the 12-month contact review, a new application form is not required when the **review is completed** by the last day of the 13th month. Benefits are prorated from the date the DFA-SNAP-12 is returned **or the review is completed by phone.**
- 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 **on Application/Redetermination Variations.**

- **A SNAP AG can be reinstated from the date the household provides the information and or necessary verification without a new application when they meet the following conditions:**
 - **The SNAP benefits must be in closed status,**
 - **The SNAP AG has at least one full month remaining in the certification period after the last month benefits are received,**
 - **The SNAP AG must report and verify a change in circumstances during the 30 days following the last month benefits are received, and**
 - **The SNAP AG must be eligible for SNAP benefits during the reinstatement month and the remaining months of the certification period.**

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 **application is signed electronically or** signed signature page is received. An interview must be scheduled. See Sections 1.2 and 1.4 for mail-in and **Special Considerations of this section** 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, **sign electronically or when** 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 **or other electronic transmission** 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 **application is electronically** signed **or the** 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 **Application Forms** 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 **Redetermination Variations in this** section.

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 **application is signed electronically or 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 **Special Considerations in this section** 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 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 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 **The Benefit in this section** 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.
- Explain the following about EBT:
 - SNAP benefits will be deposited into an EBT account and accessed with an EBT card
 - When the first card will be received and how to create a PIN.

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 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.

Individuals who have committed an Intentional Program Violation (IPV) are ineligible for a specified time, determined by the number of previous IPV disqualifications. See Chapter 20.

The Worker must determine if any member(s) of the applicant AG has been disqualified and the length of the disqualification period.

M. BEGINNING DATE OF ELIGIBILITY

The beginning date of eligibility is the date of application when all eligibility criteria are met within 30 days of the date of application or the date that a signed signature page from inROADS is received. Benefits for the initial month are prorated from the date of application, over the number of days remaining in the month. Initial month means the first month following any period of time in which the AG was not participating.

If the AG fails to provide the information requested on a DFA-6, verification checklist, **an electronic signature** or a signed signature page from inROADS, within the 30-day time limit, but provides it within 60 days of the original application date, the date of eligibility is the date the information was provided. See **Application Forms in this section**. This only applies at application. See **Application/Redetermination Variations in this section** for redetermination time frames.

EXCEPTION: For migrant and seasonal farm workers, the initial month is the first month following any break in certification of more than 30 days.

If an AG applies in WV, but received SNAP benefits for the same month in another state, the beginning date of eligibility is the first day of the month following the last month of receipt from the other state.

N. REDETERMINATION SCHEDULE

The client's certification period must be the longest possible period, but must not exceed 24 months for AG's in which all adult members are elderly or disabled with no earned income or only excluded earned income or 6 months for all other AG's.

1. Establishing The Certification Period

The redetermination schedule is based on the following guidelines:

- One Month: Expedited Service cases which apply prior to the 16th of the month and do not provide the necessary verifications prior to approval. If verifications are provided within the time limit given, the certification period is extended an additional 5 or 23 months based on the AG's reporting requirements.
- 2 Months: AG's eligible for Expedited Service who apply on or after the 16th of the month and have verification postponed. See Combined Issuance in item O,3,c. If verifications are provided within the time limit given, the certification period is extended an additional 4 or 22 months, based on the AG's composition and income.
- 6 Months: All AG's except those described below for 24 months.
- 24 Months: All AG's in which there is no earned income or only excluded earned income and all adult AG members are:
 - At least age 60, and/or
 - Disabled

NOTE: These AG's may include individuals under age 18 as long as all adults are disabled and/or elderly.

A contact must also be made every 12 months however no interview is required for the 12 month contact. The DFA-SNAP-12, is automatically mailed to the AG by RAPIDS. The client may choose to complete the DFA-SNAP-12 and return it by mail, complete the form through inroads, or they may complete the contact by calling their Worker in the local office or the Customer Service Center.

When the client chooses to complete the contact review by phone the client is not required to return the DFA-SNAP-12. The contact review is considered complete when the Worker records the results of the phone interview and indicates any necessary verification has been received.

The 24-month redetermination is completed by using CSLE. The form is automatically mailed to the AG by RAPIDS. An interview is required for redetermination by phone unless the AG requests a face-to-face interview. See Section 2.2 for the 12- and 24-month procedures.

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 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

The date of application is the date the SSA/DHS-1 was signed at the SSA office.

NOTE: When a resident of an institution applies for SSI and SNAP benefits jointly prior to leaving the institution, the application date is the date the individual leaves the institution.

A pure SSI AG is one in which all members of the AG are either recipients of, or applicants for, SSI on the date application is made.

a. SSA Responsibilities

- Inform each client in a pure SSI AG that he may apply for SNAP benefits at the SSA or the local DHHR Office, and that service may be faster if they choose to apply at the DHHR office. If the client prefers to apply at the DHHR Office, SSA provides him with the address and telephone number of the appropriate office.
- Assist the client in completing form SSA/DHS-1.
- Inform the client to contact the local office about the status of his application.
- If the AG qualifies for Expedited Service, inform the applicant that the AG may receive these benefits faster if he applies at, or delivers the application to, the local office.
- Forward the SSA/DHS-1 to the local office within one working day, following procedures worked out between the CSM and the SSA contact person. See Section 1.2.
- Complete an SSA/DHS-1 for a redetermination when the client requests this service. SSA may initiate this action. Since SSA accepts the client's statement that his case is due for redetermination, the local office may receive, SSA/DHS-1 for persons who are not actually due for redetermination.
- The local office completes the redetermination when the SSA/DHS-1 is received, whether it is due or not.

EXAMPLE: A person applies for SNAP benefits and is authorized to receive information and referral services about TANF-funded programs. The DFA-SNAP I&R-1 is mailed out the day of approval and the client receives it 5 days later. The client is categorically eligible from the day of application even though the DFA-SNAP I&R-1 is received 5 days later.

(a) TANF-funded Programs

The following are TANF-funded programs:

- WV WORKS: Any month for which benefits are received
- Employment Assistance Program (EAP): Any month for which benefits are received
- DCA: 3 months beginning with the month of approval
- Support Service Payments: As long as actively enrolled in Work Programs (WP)
- SCA and WVSCA: Until the voucher expiration date

(b) Authorized for Information and Referral Services

AG's with income at or below 130% FPL are authorized to receive information and referral services. The DFA-SNAP I&R-1 is mailed to the AG by RAPIDS to inform the client of potential programs or services available to him. The DFA-SNAP I&R-1 is paid for by TANF/MOE funds.

(2) Pure AG's

When the AG contains only recipients of SSI, or SSI and a combination of one of **the mixed AG's as specified above**, the AG is categorically eligible. This also includes the following:

- Persons determined eligible for SSI even though benefits have not been paid yet.

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- 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 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 **Categorical Eligibility, Who's Eligible Section.**

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- 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. **The notice is system generated once the Worker updates the client's status to "no show." This notice** must be sent to the client within a reasonable amount of time to insure that the

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- interview and/or application can be completed within the 30-day application processing period.
- 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 **notice of missed interview was issued from RAPIDS**. 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.

S. **APPLICATION/REDETERMINATION VARIATIONS**

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

1. Redetermination Cycle

When a case is redetermined and found eligible, a new redetermination date is entered. See **Redetermination Schedule in this section.**

2. 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.
- The interview was completed by SSA. See **Interview Required in this section.**
- AG's that meet the criteria to have the face-to-face interview waived. See **Interview Required in this section.**
- AGs that are included in the SNAP waiver of the face-to-face interview. See **SNAP Waiver of the Face-to-Face Interview in this section.**

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.

3. 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

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.

4. 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.

5. SNAP Waiver of the Face-to-Face Interview

WV has implemented waivers to eliminate the face-to-face interview at application and redetermination. A telephone interview is required for all applications unless the household requests a face-to-face interview or the Worker determines a face-to-face interview is warranted for the household.

a. Face-to-Face Interview Waiver Application Process

A scheduled interview notice is not required when an interview is conducted the same day the application is received. A scheduled interview notice is required when an interview is not conducted on the date the application is received. This is applicable regardless of the method in which the application is received.

When the application is e-signed through inROADS, the filing date is the date of the e-signature. The application is not available to the local office until the following business day.

The interview must take place the same day it is received via inROADS or a scheduled interview notice is required. When the application is submitted and e-signed through inROADS after business hours, the filing date is considered the same day.

b. 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 **this section**, 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 **Interview Required of this section**.

(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. **SNAP benefits** cannot be used to buy hot foods that are ready to eat or foods that may be eaten in the store.

NOTE: The Food and Nutrition Act of 2008 de-obligated coupons on June 17, 2009. All Food Stamp Coupons expired on that date. They are no longer 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.

Electronic Benefit Transfer (EBT) implementation began in Cabell and Wayne counties on October 1, 2002. The remaining counties were converted to EBT beginning in February, 2003, on a regional basis. Statewide EBT implementation was completed in May, 2003. SNAP benefits are deposited into an EBT account and accessed by using a card. This is the SNAP identification card for these AG's.

1. Initial Benefits

Initial benefits are usually received or are available within 3 days of entry in the data system.

a. Amount

A determination of the initial SNAP benefit month must be made to determine if initial benefits must be prorated. Any month determined to be an initial month must have benefits prorated. The amount of the initial allotment is prorated over the remainder of the month from the date of application. The full month's countable income is used to determine the full month's allotment. The amount of the initial benefit due the recipient is based on the number of days left in the approval month from the date of application as compared to the full month's benefit. The amount of the prorated benefit is determined by comparing the AG's full month benefit to the day of the month of application. Use Appendix D of Chapter 10. An initial prorated benefit of \$1 - \$9 is not issued.

b. Method of Issuance

If the approval occurs prior to deadline for the current month, RAPIDS issues a prorated amount for the current month and the next month's benefit is issued based on the schedule in **Ongoing Benefits** below. If the current month's benefit is not confirmed until after deadline, RAPIDS issues the prorated amount for the benefit month and the next full month's benefit is issued on the first day of that month. See **Expediting Process in this section** for combined issuance when Expedited Service applies.

2. Ongoing Benefits

a. Amount

Once eligibility is established, the AG is eligible to receive SNAP benefits for a full month. See Chapter 10.