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The Case Maintenance Process

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timeframe specified by the Worker, the appropriate action is taken after advance notice. Examples of unclear information include but are not limited to the following:

**EXAMPLE:** An AG member reports her boyfriend has moved into the home and she wishes to add him to her SNAP case. She does not offer any additional information. Since it is unclear how his addition to the case will affect the benefits, the Worker must ask if he has earned or unearned income. If this information is not known, a DFA-6 will need issued and proper procedure followed for pending a case.

**EXAMPLE:** An AG member reports her boyfriend has moved out of the home. She does not offer any additional information. The case is coded indicating he is paying the rent. The Worker must ask who is now paying the rent and continue to make the appropriate changes to remove him from the case.

**EXAMPLE:** A woman reports her boyfriend moved in but they are going to purchase and prepare separately. The Worker notices the boyfriend has the same last name as the newborn that was added to the case last month. The Worker must ask the relationship between the boyfriend and the child as this could affect benefit amount.

**EXAMPLE:** An AG member reports they have moved. They offer no other information. The Worker must ask how the shelter and utility costs have changed and make the appropriate changes to the case. In this example, it is not appropriate to ask about income and other household members if this information is not provided.

**EXAMPLE:** An AG member reports the household rent has increased. The previously verified income is not sufficient to cover the increase in rent. The worker must take appropriate action to update the rent expense; however, it is not appropriate to ask how the increased rent will be paid until the next redetermination.

**EXAMPLE:** A landlord reports a client have moved out of state. The client is not required to report this information. The Worker must make case comments and evaluate this information at the next redetermination.

#### 4. Timely Reporting And Follow-Up