

2.2 SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) BENEFITS

Case maintenance and corrective procedures specific to SNAP are outlined in this Section.

A. SOURCES OF INFORMATION

In addition to the sources listed in Section 2.1, the following are specific to SNAP.

1. Report Form, DFA-SNAP-2

The DFA-SNAP-2 is mailed with computer-generated notification letters and provides the client with a means to report changes.

When the Worker receives a DFA-SNAP-2, he makes any appropriate changes in the data system. When the information is unclear or follow-up is needed, the Worker contacts the client before taking action. Another DFA-SNAP-2 must be sent to clients who submit a completed DFA-SNAP-2.

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 Types of Changes below.

When reported information results in a change in benefits and additional or clarifying information is needed, the Worker must first request the information by using the DFA-6 or verification checklist. If the client does not provide the information within the time frame specified by the Worker, the appropriate action is taken after advance notice. Each reported change is evaluated independently for the appropriate action to be taken. Examples are not limited to the chart below. When a reported change results in the change of the certification period, the client must receive advance notice of the change.

Action on a Reported Change

Reported Change	Increase/Decrease Benefit	Result if Requested Information is Not Returned
Increased Deduction	Increase	Benefits remain the same.
Increase Same Source Income	Decrease	No verification required
Decrease Deductions	Decrease	No verification required
Decrease Same Source Income	Increase	Benefits remain the same.
Add AG member	Increase	Benefits remain the same.
Remove AG Member	Decrease	No verification required
New Source	Increase/Decrease	Benefits close.

EXAMPLE: An AG consists of a mother and 2 children. In the 3rd month, the children's father moves into the residence. At the end of each month, the AG must consider all income sources. The father's income, when combined with the AG's, exceeds the limit for the original 3-person AG. The AG must report this by the 10th day of the 4th month. The mother calls to report that the household's combined income exceeds the limit. The Worker determines the cause of the income change and must add the children's father since he is required to be included in the AG. See Section 9.1.

Even when the new household member is not required to be included in the AG, the excessive income must still be reported. When there is no required change to the AG, a recording must be made in case comments to explore other possible changes at the next redetermination.

EXAMPLE: Using the same situation above, if the man who moved in was not related to any of the AG members, and purchased and prepared his meals separately, the AG is still required to report the income change since the combined income exceeds the AG's limit. Once the Worker determines the cause of the income change, since no change is made to the AG, a recording is made and the situation is explored at the next redetermination.

2. Changes Acted On For SNAP AG's

a. Information Verified Upon Receipt

Action must be taken for all AG's when information is received from a source that is considered verified upon receipt. Verified upon receipt sources are not subject to independent verification and the provider is the primary source of the information. The only sources considered verified upon receipt are:

- BENDEX and SDX from SSA
- COLA Mass Change and reports in Appendix B
- SAVE from INS and 40 Qualifying Quarters information from SSA
- Unemployment Compensation from **WorkForce West Virginia** data exchange
- IFM's determination of an IPV
- Notification of application for benefits in another state.

NOTE: See Chapter 3 for data exchange sources.

b. Changes Which are Considered Reported

The following are considered reported changes for SNAP and require follow up and/or action for all AG's.

- Communication from an AG member, such as an office visit, telephone call or written statement to report a change for any program of assistance in RAPIDS; or
- Communication from the AG's documented authorized representative and/or authorized EBT cardholder on behalf of the AG. See Section 1.4. This does not include SSI/RSDI payees, unless they are also the authorized representative or EBT cardholder.

EXAMPLE: An AG member calls to report that HUD has decreased their rental obligation for the same residence. Although the AG is not required to report this information, the change is made since it was reported by an AG member.

- Changes reported during an application for burial assistance or an application or redetermination for any program of assistance, including SNAP benefits, which is entered in RAPIDS and includes an AG member.

EXAMPLE: A child is included in a SNAP AG with his mother. The next month the grandparents apply for SNAP benefits including the child of whom they now have physical custody.

Although the child's previous AG was not required to report this change, the child is removed from the AG so that he may be included with the grandparents.

EXAMPLE: A man applies for SNAP benefits in April and reports that he moved in with his sister in March. He pays her \$200 rent and is approved as a separate AG. The sister was previously approved SNAP benefits in January. The \$200 does not put her over the gross income limit and the change occurred during the certification period. No change is made to the sister's benefits except to note the income and living arrangements in case comments.

The Case Maintenance Process

- Information received on behalf of a client that results in changes being made in RAPIDS for another program of assistance.

NOTE: The outcome of the changes may not be same if verification is not returned.

EXAMPLE: A client receives WV WORKS EAP and SNAP benefits. He reports a decrease in his income. The case is pended for verification. The client does not return the requested information. EAP is closed and SNAP benefits remain the same.

EXAMPLE: A client receives Adult Medicaid and SNAP benefits. He reports a decrease in his income. The case is pended for verification. The client does not return the requested information. Adult Medicaid is closed and SNAP benefits remain the same.

- Returned mail received with a Postal Service sticker indicating the client has moved out of West Virginia: If the case has other benefits that would close the case, SNAP is closed. If the case is SNAP only, benefits continue and is addressed at the next redetermination.

EXAMPLE: A call is received from the hospital informing the agency of the birth of a baby for Medicaid purposes. If the baby is added to the Medicaid AG, he is also added to the SNAP AG.

NOTE: This does not include information reported solely to verify eligibility for a TANF supportive service. See Section 24.14.

- Information received from any source which the client was required to report for his SNAP benefits. See Limited Reporting above.

EXAMPLE: A report is received from QC that the income of a SNAP AG exceeds the gross limit. The information is acted on because the client is required to report it.

3. Unclear Information

During the certification period, the agency may receive information about changes in a household's circumstance from a member of the AG or from a third party in which the Worker cannot readily determine the effect the

change on the household's benefit amount based solely on the information provided. The Worker must pursue clarification and required verification of unclear information related to these reported changes.

When additional or clarifying information is needed, the Worker must first request the information by using the DFA-6 or verification checklist. If the client does not provide the information within the 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