

The Case Maintenance Process

- New Hire Alerts
- Bureau of Child Support Enforcement (BCSE)
- Quality Control

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

To determine if a claim must be established or a lost benefit restored, a decision must be made as to whether or not a change was reported in a timely manner.

NOTE: Regardless of SNAP reporting requirements, when a client fails to report household expenses which would normally result in a deduction, the AG loses their entitlement to that deduction. They have a right to the expense once it is reported and verified, if necessary. Retroactive benefits are not issued.

Reported changes are not effective the month they are reported. See Agency Time Limits below to determine when a reported change is effective.

When the client does not report in a timely manner and the change could have been made earlier, a claim may be established. See Chapter 20.

Benefits are not restored when the change which would have increased benefits is not reported within the AG's appropriate time limit. See Limited Reporting above.

4. Interim Contact Reports

All SNAP AG's certified for 12 or 24 months must have a report completed in the mid-month of eligibility. This report differs from a full-scale redetermination as follows:

- The contract report may be completed by mail, or by inROADS; and
- No interview is conducted unless the client requests one; and

RAPIDS automatically mails an Interim Contact Form to the AG's in the month of eligibility. Failure to return the contact form results in case closure. Changes reported on the contact form are treated as changes reported during the certification period, not as changes reported during the completion of a redetermination. All adverse actions require advance notice.

Verification is not required for the form to be considered complete. If a change is reported that requires verification, it must be requested using form DFA-6. Failure to provide requested verification results in AG closure or loss of a deduction after advance notice.

When the **contact form** is returned late, but is returned by the last day of the **mid-month of eligibility**, no new application is required. The AG's redetermination cycle will not change.

When a SNAP AG is closed for failure to complete the interim contact form, a new application is not required when the form is returned by the last day of the 13th month for households certified for 24 months. For households certified for 12 months, the form must be returned by the last day of the 7th month. Benefits are prorated from the date the interim contact form is returned. If the form is not returned, a new application must be completed.

When the contact **form** is completed through inROADS, no additional form is required.

5. SNAP AG's Eligible for Reinstatement of Benefits

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:

- a. The SNAP benefits must be in closed status.
- b. The SNAP AG has at least one full month remaining in the certification period after the last month benefits are received.
- c. The SNAP AG must report and verify a change in circumstances during the 30 days following the last month benefits are received, and
- d. The SNAP AG must be eligible for SNAP benefits during the reinstatement month and the remaining months of the certification period.

C. AGENCY TIME LIMITS

The first month that a reported change is effective is the month following the month the change is reported. The only exception to this is when the Department had the information prior to the month it is reported and failed to act on the information in a timely manner.

1. Increase In Benefits

- a. Addition of an AG Member or a Decrease in Income of \$50 or More

The change must be effective no later than the month following the month in which the change is reported. When the change is reported after the data system deadline, supplemental benefits must be issued and received by the 10th of the following month or by the AG's usual issuance cycle in that month, whichever is later.

The supplemental benefits are issued based upon the date the information is reported, regardless of whether or not the report is timely. Supplemental benefits issued in this situation are not considered restored benefits and, therefore, not used to offset a repayment as described in Restoring Lost Benefits below.