

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 Who Must Be Interviewed below about authorized representatives.

All individuals who apply for SNAP benefits using any method, are interviewed by phone unless the individual chooses to be interviewed face to face.

When an interview is completed by phone, an application form is still required. If the client submits an application form with only a name, address, and signature to protect their application date, the customer must provide another signature attesting the information provided during the phone interview is accurate.

If the client provided enough information to determine eligibility but the Worker discovers discrepancies or additional information from the interview, it is not necessary to send the client another application for signature. Instead the Worker documents in the case record the differences.

EXAMPLE: An application is received providing income, household composition, and utility amounts. During the interview, the Worker discovers there is a rent obligation. It is not necessary to require another signature or updated application.

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 or DFA-SNAP-1. 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.

1. Establishing The Certification Period

a. 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 below. 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.
- 12 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.

b. Interim Contact Report

- A contact report must also be made midpoint of certification however no interview is required for this report. The Interim Contact Report is automatically mailed to the AG by eRAPIDS. The client may choose to complete the Interim Contact Report and return it by mail, or complete the form through inROADS.

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 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.

3. Electronic Benefits Transfer (EBT)

Beginning October 1, 2002, current and new recipients of SNAP benefits receive an EBT card, known as the Mountain State card, to access SNAP benefits. The benefits are deposited into an EBT account and accessed by using the EBT card and a Personal Identification Number (PIN), similar to a personal debit or ATM card. **The possession of two or more EBT cards that do not identify the individual may be subject to criminal charges.** The following outlines procedures which are specific to EBT. Additional information about how EBT affects other policy and procedures is found in specific Manual sections which apply.

a. EBT Definitions and Terminology

The following is a list of commonly used terms or acronyms associated with EBT.

Administrative Terminal - EBT vendor system used to inquire into EBT account information, reactivate expunged accounts, deactivate EBT cards and, in some instances, make changes to the EBT account.

IVRU - Interactive Voice Response Unit also referred to as EBT Helpline. The EBT vendor operates the IVRU 7 days a week, 24 hours a day. Functions of the IVRU include, but are not limited to, account balance inquiries, card activation and PIN changes.

Authorized Cardholder - An individual, who, in addition to the payee, may be issued an EBT card and access an EBT account.

CSR - Customer Service Representative for the EBT vendor who is reached through the IVRU toll-free number also referred to as the EBT Helpline. This person has the ability to replace or deactivate lost, stolen or damaged cards and to file a claim on behalf of a client regarding transactions.

Demographic Information - Identifying information about the AG's primary person which is sent to the EBT vendor in order to set up an EBT account and mail the EBT card. This includes the name, SSN and date of birth of the AG's primary person and the payee's address.