

The Case Maintenance Process

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.

5. 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 contact report may be completed by mail; 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.

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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.