

not required. See Section on Application and Redetermination Variations for instructions on proration due to delayed processing.

- Categorically Eligible AG's, as defined in Special Considerations of this section, do not require a new form when all of the following conditions are met:
 - There is a WV WORKS application pending; and
 - SNAP benefits were denied; and
 - Subsequent to the denial, they are determined eligible to receive WV WORKS; and
 - The AG is otherwise Categorically Eligible.

The Worker provides benefits using the original application and any other pertinent information provided subsequent to that application. Benefits are paid from the date for which WV WORKS eligibility is established or the date of the original SNAP application, whichever is later. Changes must be recorded in case comments.

NOTE: If an active WV WORKS case, also certified for SNAP benefits, is closed and there is enough information to continue the SNAP certification, benefits are continued with no interruption. A new application must not be required. See Chapter 2.

- When an individual's SNAP work requirement penalty expires, or he becomes exempt, he is added to the AG, if otherwise eligible, without having to complete an application, unless he is the sole AG member.
- 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 contract form is returned. If the form is not returned, a new application must be completed.

Application/Redetermination Process

- When a SNAP AG is included in the face-to-face interview waiver and is closed for failure to return a completed CSLE form, a new application is not required when the completed CSLE is returned by the last day of the month following the end of the certification period. See Section on Application/Redetermination Variations.
- 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:
 - The SNAP benefits must be in closed status,
 - The SNAP AG has at least one full month remaining in the certification period after the last month benefits are received,
 - The SNAP AG must report and verify a change in circumstances during the 30 days following the last month benefits are received, and
 - The SNAP AG must be eligible for SNAP benefits during the reinstatement month and the remaining months of the certification period.

B. COMPLETE APPLICATION

When the applicant signs a DFA-2 or DFA-SNAP-1 which contains, at a minimum, his name and address, his application is complete, and must be acted upon. When the applicant submits his application by inROADS, the application is considered complete when the application is signed electronically or signed signature page is received. An interview must be scheduled. See Sections 1.2 and 1.4 for mail-in and Special Considerations of this Section inROADS applications. See Section D, Interview Required, below.

NOTE: The DFA-5 is used only in conjunction with an application completed in RAPIDS when the DFA-2 cannot be printed for signature. Completion of the form, with no corresponding application in RAPIDS, does not protect the date of application.

An application is considered incomplete when the applicant chooses not to sign the DFA-2, DFA-SNAP-1 or when no signed signature page or electronic signature is received for an inROADS application. When this occurs, it is a withdrawal and appropriate data system action and client notification must be completed. The recording in Case Comments must specify that the client did not want to sign the application and the reason for his decision. The client should always be encouraged to sign the application to avoid a misunderstanding that he was denied the right to apply.

When the applicant chooses to leave or end the interview before it is complete and does not indicate to the Worker that he wants to withdraw his application, it is considered a withdrawal and appropriate action is taken.

C. DATE OF APPLICATION

The date of application is the date the applicant submits a DFA-2 or DFA-SNAP-1, in person, by fax or other electronic transmission or by mail, which contains, at a minimum, his name and address and signature. When the application is submitted by mail or fax, the date of application is the date that the form with the name, address and signature is received in the local office.

NOTE: When a faxed or other electronic transmission copy of an application is received that contains a minimum of the applicant's name, address and signature, it is considered an original application and no additional signature is required to protect their application date.

When the application is submitted by inROADS, the date of application is the date the application is electronically signed or the signature page is received. These forms must be date-stamped when received.

NOTE: When the applicant has completed an in-office interview and there is a technical failure that prevents printing the DFA-2, Form DFA-5 must be signed by the applicant. Form DFA-RR-1 must also be completed and signed. He must not be required to return to the office to sign the DFA-2 when a DFA-5 has been signed. However, completion of a DFA-5 alone, without a corresponding application in RAPIDS, does not protect the date of application.

When a new DFA-2 or DFA-SNAP-1 is not required, the date of application depends on the situation. See Application Forms above.

J. AGENCY DELAYS

If, because of an agency error, an application has not been acted on within the required time limit, corrective action must be taken immediately.

It is a requirement that the DFA-6 or verification checklist be given to applicants no later than 10 days after the date of application, if one is required. If the agency failed to request the necessary verification, the Worker must immediately send an DFA-6 or verification checklist to the applicant and note that the application is pending. When the information is received, benefits are retroactive to the date of application.

If the agency failed to act promptly on the information already received, benefits are retroactive to the date eligibility would have been established had the agency acted in a timely manner. See Section 6.2 for notification requirements.

EXAMPLE: Application was made November 2. The pending information was received November 17, but the Worker overlooked the application until December 17. It was processed on December 17 when the Worker discovered the error. The client was found eligible. The client is issued benefits retroactive to November 2.

K. PAYEE

The term payee identifies the person to whom benefits are issued.

For EBT purposes, certain information about the RAPIDS primary person is sent automatically to the EBT vendor in what is called a demographic record. This information is used to set up the EBT account, mail the EBT card and to identify the payee and authorized cardholders for security card replacement procedures. The card is sent to the primary person. A primary person who is not a payee can be issued an EBT card as an authorized cardholder, if so designated by the payee. See The Benefit below.

L. REPAYMENT AND PENALTIES**1. Repayment**

When there is an outstanding claim, RAPIDS automatically initiates repayment upon approval. See Chapter 20.

2. Penalties

Individuals who have not complied with a SNAP work requirement may be ineligible for a specified time. The Worker must determine if any AG member is still subject to a penalty. See Chapter 13.

Individuals who have committed an Intentional Program Violation (IPV) are ineligible for a specified time, determined by the number of previous IPV disqualifications. See Chapter 20.

The Worker must determine if any member(s) of the applicant AG has been disqualified and the length of the disqualification period.

M. BEGINNING DATE OF ELIGIBILITY

The beginning date of eligibility is the date of application when all eligibility criteria are met within 30 days of the date of application or the date that a signed signature page from inROADS is received. Benefits for the initial month are prorated from the date of application, over the number of days remaining in the month. Initial month means the first month following any period of time in which the AG was not participating.

If the AG fails to provide the information requested on a DFA-6, verification checklist, an electronic signature or a signed signature page from inROADS, within the 30-day processing time limit, but provides it within 60 days of the original application date, the date of eligibility is the date the information was provided. See Application Forms in this section. This only applies at application. See Application/Redetermination Variations in this Section for redetermination time frames.

EXCEPTION: For migrant and seasonal farm workers, the initial month is the first month following any break in certification of more than 30 days.

If an AG applies in WV, but received SNAP benefits for the same month in another state, the beginning date of eligibility is the first day of the month following the last month of receipt from the other state.

N. REDETERMINATION SCHEDULE

The client's certification period must be the longest possible period, but must not exceed 24 months for AG's in which all adult members are elderly or disabled with no earned income or only excluded earned income or 12 months for all other AG's.

When an AG submits a completed CSLE/CSLR or inROADS redetermination after the originally scheduled interview date, the Worker must schedule another telephone interview appointment. The telephone interview appointment must be scheduled within a reasonable amount of time to permit notice to the client and to conduct the interview.

NOTE: All interviews must be scheduled using current RAPIDS procedures.

T. THE BENEFIT

USDA is responsible for authorizing business establishments to accept SNAP benefits. SNAP benefits may be used to purchase food for home preparation, seeds and plants which produce food for home consumption. SNAP benefits cannot be used to buy hot foods that are ready to eat or foods that may be eaten in the store.

SNAP benefits are deposited into an **Electronic Benefit Transfer (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, eRAPIDS 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, eRAPIDS 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)

SNAP 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.

EBT - Electronic Benefits Transfer or the use of a card to access SNAP benefits.

EBT Helpline – The toll-free number through which the client may access the IVRU or CSR.

Mountain State Card - The West Virginia EBT card.

PIN - Personal Identification Number. This number must be used to access EBT benefits with the EBT card. This is not the RAPIDS PIN number.

POS - Point of Sale. This is used to spend SNAP benefits at a store. Account balance inquiries may be made using a store's POS machine located at the Service Desk. Account balances also appear on all receipts printed by a POS machine.

Status the EBT Card - Deactivate the card so that it cannot be used. This occurs when a replacement card is requested, a payee is changed or an authorized cardholder is removed or changed.

b. EBT Card Issuance

(1) Initial Card Issuance

The EBT card is issued when the first benefit to be issued into an EBT account is approved. It is mailed the day after the approval in RAPIDS. The PIN is ~~no longer~~ mailed to the cardholder. Once the card is received the cardholder must call the EBT Helpline to create a PIN and activate the card.

All cards are mailed to the payee following the address hierarchy in eRAPIDS. See the eRAPIDS User Guide. See Effect on Card Distribution of Legal Guardian or Protective Payee Coded in RAPIDS below when the AG has a legal guardian or protective payee coded in eRAPIDS. This includes the card(s) for any additional authorized cardholder(s). It is the responsibility of the payee to distribute the cards to any other cardholder(s).

(2) Effect on Card Distribution of Legal Guardian or Protective Payee Coded in RAPIDS

When the Worker indicates in eRAPIDS that the AG has a legal guardian or protective payee, all cards are mailed to the address of that individual. Current policy contains no reference to a specified legal guardian as a payee. Any other representative or protective payee is indicated in eRAPIDS as a protective payee.

(3) Authorized Cardholder

The AG may designate an additional individual(s) as an authorized cardholder for EBT. The authorized cardholder has his own card and PIN and accesses the EBT account for the specified benefit(s) without restriction. For this reason, the choice of an authorized cardholder and its importance must be stressed with the applicant or recipient. The authorized cardholder is designated, changed or removed on eRAPIDS.

NOTE: When the individual designated as primary person for the AG has a legal guardian or protective payee coded in RAPIDS, the card for the AG is mailed to that person. In this situation, if the primary person or other individual must have a card, the information must be entered ~~on screen AIRQ in~~ eRAPIDS as an authorized cardholder. All cards are mailed to the address of the legal guardian or protective payee.

Only one authorized cardholder may be selected for SNAP benefits.

If the AG receives both SNAP benefits and cash assistance, they may select one authorized cardholder for each benefit. The maximum number of cards issued for any case is 3.

Once an authorized cardholder is chosen, the payee may stop the cardholder's access to the EBT account immediately by calling the EBT IVRU or DHHR Customer Service Center. Local office staff cannot inactivate a card. However, the DHHR Customer Service Center or local office Worker can change or remove a cardholder. When the client first calls the IVRU to stop cardholder access, he must still contact the DHHR Customer Service Center or local office to remove or change the cardholder.

(4) Cardholder Security

The demographic information sent to the EBT vendor for the primary person in the AG is the SSN, date of birth and address to which the card is sent. No demographic information is sent for any authorized cardholder. The authorized cardholder must know the date of birth of the AG's primary person and the address to which the card(s) is mailed. If the SSN is requested for a PIN change, the AG's primary person provides his own SSN and the authorized cardholder or representative/protective payee must provide zeros.

(5) Frequent Card Replacement

After a client requests a replacement EBT card 4 or more times in a rolling 12-month time period, an education letter is issued. This letter contains the penalties for trafficking, opportunities for additional education of card handling procedures, and informs the client that future replacements may be blocked until contact is made with the Department.

IFM will determine if the client meets the criteria for investigation and will notify the Worker for additional action needed on the case.

U. PERSONAL RESPONSIBILITY CONTRACT (PRC)

The PRC is not used for SNAP purposes.

V. ORIENTATION

Attending WV WORKS orientation is not an eligibility requirement for SNAP benefits.