
NUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 00-01

Food Stamp Certification Manual

Issuance Date: 01-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: New and Revised Policy

Pages to be Deleted:	Date:	Pages to be Added:	Date:
FSC 5000 (Entire Section)	Various Dates	FSC 5000 (Entire Section)	01/01/00

Summary of Changes:

- This section of policy has been generally updated.
- Some sections have been rewritten for clarity.
- Information about the AFDC Program has been replaced with information about the TEA Program.
- The word "benefits" has replaced the word "allotment."

Specific changes are explained below:

[FSC 5300](#) – An example has been added to illustrate the circumstances under which money deposited in a checking account will be counted as income.

[FSC 5405](#) – The Indian income exclusions have been updated. A new item 28 has been added. This item explains the exclusion of funds in individual development accounts funded under the TANF block grant program.

[FSC 5410](#) – This section, Recoupments, has been rewritten for clarity.

[FSC 5412](#) – A statement has been added to this section to clarify how to handle the income received by the third-party beneficiary.

[FSC 5502](#) – Information has been added about bonuses received more frequently than once a year.

[FSC 5505](#) – Instructions have been added for handling income received under a contract that covers a period less than 12 months.

[FSC 5507](#) – Information has been added about allowances received by military personnel.

[FSC 5600 – 5643](#) – These sections have been rewritten and renumbered. The new policy sections are:

- [FSC 5630](#) Self-employment Income
- [FSC 5631](#) Partnerships
- [FSC 5632](#) Contractors
- [FSC 5633](#) Corporations
- [FSC 5640](#) Capital Gains
- [FSC 5650](#) Special Payments to Farmers
- [FSC 5660](#) Determining Self-employment Income
- [FSC 5661](#) Annualizing Self-employment Income
- [FSC 5662](#) Self-employment Income that is not Annualized
- [FSC 5662.1](#) Self-employment Enterprises in Business for Less than One Year
- [FSC 5662.2](#) Self-employment Income that Increases or Decreases Substantially
- [FSC 5662.3](#) Anticipating Capital Gains
- [FSC 5663](#) Costs of Producing Self-employment Income
- [FSC 5663.1](#) Rent or Mortgage, Taxes and Insurance Payments as Costs of Producing Income
- [FSC 5663.2](#) Utilities as a Cost of Producing Income
- [FSC 5664](#) Calculating Net Self-employment Income
- [FSC 5664.1](#) Separate Enterprises
- [FSC 5664.2](#) Budgeting Income Received from a Partnership
- [FSC 5670](#) Farm Loss Deductions
- [FSC 5680](#) Reported Changes in Self-employment Income
- [FSC 5690](#) Verification/Documentation
- [FSC 5691](#) Certification Periods

[FSC 5701.1](#) – This is a new section. It contains information about TEA diversion assistance.

[FSC 5701.2](#) – This is a new section. It contains information about TEA employment bonuses.

[FSC 5701.3](#) – This is a new section. It contains information about TEA extended support payments.

[FSC 5704.4](#) – This section now provides information about anticipating child support income.

[FSC 5704.5](#) – This is a new section. It provides information about verifying child support income collected by OCSE.

[FSC 5704.6](#) – This is a new section. It provides information about verifying child support income not collected by OCSE.

[FSC 5704.7](#) – This is a new section. It provides information about documentation of child support income.

[FSC 5708](#) – Information about guardianship payments to relatives has been added to this section.

[FSC 5723](#) – Information about VA aid and attendance has been added to this section.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 00-04

Food Stamp Certification Manual

Issuance Date: 03-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Food Stamp Manual Annual Checklist and Typographical Errors

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Front 4410 – 4420	1/1/99	4410 – 4420	1/1/99
Back 4420 – 4430	1/1/99	4420 – 4430	1/1/99
Front 5610 – 5622	1/1/00	5610 – 5622	1/1/00
Back 5622 – 5631	1/1/00	5622 – 5631	1/1/00
Front 5662.1 – 5662.2	1/1/00	5662.1 – 5662.2	1/1/00
Back 5662.2 – 5663	1/1/00	5662.2 – 5663	1/1/00
Front 6510 – 6520	3/1/97	6510 – 6510	3/1/97
Back 6511 – 6511	8/1/89	6511 – 6511	3/1/97
Front 6610 – 6610	12/1/99	6610 – 6620	12/1/99
Back 6621 – 6621	12/1/99	6621 – 6621	12/1/99
Front 10630 – 10640	4/1/94	10630 – 10645	4/1/94
Back 10650 – 10660	4/1/94	10650 – 10660	4/1/94

Summary of Changes:

The [Policy Checklist](#) has been updated to reflect current policy. The policy pages attached have been updated to correct typographical errors.

Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, Curtisteen.Brooks@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 00-07

Food Stamp Certification Manual

Issuance Date: 03-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Authorized Representatives – Treatment Centers and Group Living Arrangements

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Front 981 – 981.2	12/1/98	981 – 981.2	3/1/00
Back 981.2 – 981.4	12/1/98	981.2 – 981.4	3/1/00
Front 981.5 – 981.5	12/1/98	981.5 – 981.5	3/1/00
Back 982 – 983.1	12/1/98	982 – 983.1	3/1/00
Front 14400 – 14400	12/1/98	14400 – 14400	12/1/98
Back 14400 – 14600	12/1/98	14400 – 14600	3/1/00

The PUB-390, *Use of Food Stamp Benefits by Residents of Alcoholism and Drug Addiction Treatment Centers*, is being reissued. One copy of the PUB-390 is attached. An initial distribution of the revised PUB-390 will be sent to county offices that serve treatment centers. All copies of the PUB-360 dated 01/99 should be discarded upon receipt of this transmittal.

A maximum of 50 additional copies of the PUB-390 will be provided upon request. To request additional pamphlets, send a memorandum to [Georgia Gilkey](#), Manger, Food Stamp Program, Slot 1240. Or, you may request additional copies via email to Betty Helmbeck or [Curtisteen Brooks](#).

Summary of Changes:

In a treatment center, one employee of the center serves as the authorized representative (AR) for all center residents. In a group living arrangement, an employee of the group living arrangement may serve as the authorized representative for several residents. In the past, an AR employed by a treatment center or group living arrangement was often classified as the alternate payee or primary payee. As a result, the AR's name appeared on the member segment of household's FACTS record and an EBT card was issued to the AR.

When ANSWER is implemented, an individual who serves as the alternate payee or primary payee for more than one individual will appear on ANSWER as a duplicate member. In order to avoid this problem, one person will no longer be allowed to serve as the alternative payee or the primary payee for more than one individual. This means that when an application for a resident of a treatment center or group living arrangement is approved via either FACTS or ANSWER, the AR's name will not, for any reason, be entered as a household member.

As a result, there are changes in the Food Stamp Certification policy pertaining to the issuance of EBT cards to residents of treatment centers and group living arrangements. The specific changes are explained below:

[FSC 981](#) – A statement has been added to this section prohibiting the classification of a treatment center AR as an alternative payee.

[FSC 981.3](#) – This section has been revised to provide updated information regarding the role of authorized representatives at treatment centers.

[FSC 981.4](#) – The instructions for deactivating and then reactivating an EBT account when a resident leaves a center are no longer applicable. These instructions have been deleted.

[FSC 981.5](#) – This section has been updated to reflect the new procedures to be used by a treatment center AR.

[FSC 982.1](#) – This section has been updated to reflect the new procedures to be used when a resident of a group living arrangement is represented by an employee of the group living arrangement.

[FSC 14500 to 14600](#) – In these sections, the instructions regarding authorized representatives have been revised.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 00-08

Food Stamp Certification Manual

Issuance Date: 04-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

**Subj: Changes in Enumeration Procedures; Appendix Q; and Authorized
Representatives – Treatment Centers and Group Living**

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Front 981 – 981.2	3/1/00	981 – 981.2	4/1/00
Back 981.2 – 981.4	3/1/00	981.2 – 981.4	4/1/00
Front 981.5 – 981.5	3/1/00	981.5 – 981.5	4/1/00
Back 982 – 983.1	3/1/00	982 – 983.1	4/1/00
Front 2100 – 2210	1/1/99	2100 – 2210	1/1/99
Back 2220 – 2222	6/1/99	2220 – 2222	4/1/00
Front 2222 – 2222	6/1/99	2222 – 2222	4/1/00
Back 2223 – 2223	1/1/99	2223 – 2223	4/1/00
Front 2300 – 2310	1/1/99	2300 – 2310	1/1/99
Back 2320 – 2400	6/1/99	2320 – 2400	4/1/00
Front 14400 – 14400	12/1/98	14400 – 14400	12/1/98
Back 14400 – 14600	3/1/00	14400 – 14600	4/1/00

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix Q page 13		Appendix Q page 13	

Summary of Changes:

[FSC 981 - 983.1](#) – A correction has been made to remove all references to wholesale outlets.

[FSC 2223](#) – A statement has been added to accept the Receipt of Enumeration at Birth (SSA – 2853) as verification of a SSN application for newborns. The other changes in this section of policy pertain to the SSA-2853.

[FSC 14500](#) – A correction has been made to remove all references to wholesale outlets.

[Appendix Q](#) page 13, information has been added about the earnings needed to establish a SSA quarter of coverage for the years 1999 and 2000. Please remove the old page 13 and add the new page 13 to Appendix Q.

Inquiries to:

Kissia Nathaniel, Food Stamp Section (501) 682-8286, kissia.harrison@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 00-10

Food Stamp Certification Manual

Issuance Date: 07-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: FSC 15000, Overpayments

Pages to be Deleted:	Date:	Pages to be Added:	Date:
FSC 15000 (Entire Section)	Various Dates	FSC 15000 (Entire Section)	07/01/00

Summary of Changes:

FSC 15000 has been generally updated to:

- Change AFDC to TEA, if needed;
- Change food stamp allotment to food stamp benefits;
- Clarify certain sections; and
- Replace instructions for using the DCO-216 and DCO-217 with instructions for using the DHS-199, *Benefit Overpayment Report*.

An explanation of specific changes appears below.

[FSC 15410](#) – Information about sanctions and disqualification periods has been added to this section.

[FSC 15420](#) – This section provided instructions for the completion of the DCO-217. It has been deleted.

[FSC 15500](#) – This is a new section. It provides information about the automated recipient overpayment accounting system (ROAS).

[FSC 15520](#) – This section has been updated to include information about processing an overpayment claim using ROAS.

[FSC 15533](#) – This section has been rewritten to provide information about the referral of uncollected claims to the Collections Unit.

[FSC 15800](#) – This section has been rewritten to provide instructions for taking benefits from an EBT account to repay an overpayment. Instructions have been provided for routing completed DCO-273s to the Office of Fiscal Management when cash is received in the county office. When benefits are to be withdrawn from the EBT account, the DCO-273 must first go to the Food Stamp Section for validation.

[FSC 15810](#) – This section was rewritten to explain the conditions under which a county office may cancel EBT benefits prior to the date the benefits are made available to the household.

[FSC 15820](#) – This section was deleted.

[FSC 15830](#) – This section was deleted.

[FSC 15900](#) – This section has been updated to provide current information about the State Income Tax Refund Interception.

[FSC 15910](#) – This section has been deleted.

[FSC 15920](#) – This section has been deleted.

[FSC 15930](#) - This section has been updated to provide current information about the Treasury Offset Program (TOP).

[FSC 15940](#) – This section has been rewritten to provide the criteria for debts to be referred for collection under the Treasury Offset Program.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 00-12

Food Stamp Certification Manual

Issuance Date: 08-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Incorporate Directive 99-26 into Policy and Other Changes

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Front 3440-3442	01/01/1999	3440-3442	01/01/1999
Entire 4000 Section	01/01/1999	Entire 4000 Section	01/01/2000

Summary of Changes:

[FSC 3440 – 3442](#) – An update has been made to change the term Trade Readjustment Act (TRA) to Trade Adjustment Act (TAA).

The entire FSC 4000 section of policy was reformatted from Word Perfect to Microsoft Word. The only change was made to [FSC 4811 – 4841](#). Policy Directive 99-26 has been incorporated into FSC 4811 – 4841. This section of policy supersedes PD 99-26.

Inquiries to:

Kissia Nathaniel, Food Stamp Section, (501) 682-8286, kissia.harrison@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 00-15

Food Stamp Certification Manual

Issuance Date: 08-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Revisions to FSC 8000

Pages to be Deleted:	Date:	Pages to be Added:	Date:
FSC 8000 (Entire Section)	Various Dates	FSC 8000 (Entire Section)	12-01-00 and Various Dates

Summary of Changes:

The policy has been reformatted and generally updated. Specific changes appear in the highlighted text. The specific changes are explained below:

[FSC 8100](#) – The definition of an initial application has been updated.

[FSC 8130](#) – A new item 10 has been added to the list of county office responsibilities. This item explains the worker’s responsibility to explain the availability of nutrition education.

[FSC 8140](#) – This section has been reworded.

[FSC 8142](#) – The instructions for referring to the DCOUM manual have been deleted.

[FSC 8150](#) – FACTS instructions were deleted from this section.

[FSC 8160](#) – This section, which explained the procedures for registering pending applications via FACTS, has been deleted.

[FSC 8161](#) – This section, which explained the procedures for obtaining a pseudo SSN via FACTS, has been deleted.

[FSC 8240](#) – A new sentence has been added to item 2 to explain that the worker must give all applicants a copy of the pamphlet Your Rights and Your Responsibilities during all application interviews, initial and recertification. A new item 11 has been added to explain the worker's responsibility to advise applicants about nutrition education.

[FSC 8500](#) – A sentence was added to clarify that day one of the application processing period is the day after the application was filed.

[FSC 8505](#) – The specific instructions for approving applications via FACTS have been removed and replaced with two general items telling the worker to authorize benefits and issue an approval notice.

[FSC 8540](#) – "Failed to assist the household in obtaining needed information when such assistance was requested" has been removed as a reason to continue an application past the 60th day of the application-processing period.

[FSC 8640](#) – The example in this section has been updated to use current minimum food stamp benefit amounts.

[FSC 8641](#) – This section has been rewritten.

[FSC 8650](#) – Instructions for authorizing retroactive benefits via FACTS have been deleted from this section.

[FSC 8651](#) – Instructions for authorizing aggregate benefits via FACTS have been deleted from this section.

[FSC 8960](#) – The old definition of a categorically eligible household has been removed and replaced with a reference to the policy containing the new definition of a categorically eligible household.

[FSC 8962](#) – Information about handling applications that become categorically eligible has been added to this section.

[FSC 8970](#) – Information about the Simplified Food Stamp Program (SFSP) has been removed from this section and replaced with guidelines for processing joint food stamp and TEA applications.

[FSC 8971](#) – Information about the SFSP has been removed from this section and replaced with guidelines for scheduling interviews when joint food stamp and TEA applications.

[FSC 8972](#) – Information about the SFSP has been removed from this section and replaced with guidelines for processing joint food stamp and TEA applications.

FSC 8972.2, 8972.3, 8973, 8973.4, 8974, 8975, 8976, 8976.1, 8977.2, 8977, 8978, and 8979 contained information about the SFSP. All these sections have been deleted.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 00-16

Food Stamp Certification Manual

Issuance Date: 12-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Incorporation of Revised Definition of Categorical Eligibility and Other Changes

Pages to be Deleted:	Date:	Pages to be Added:	Date:
FSC 1000 (Entire Section)	Various Dates	FSC 1000 (Entire Section)	12/01/00 and Various Dates

Summary of Changes:

The policy has been reformatted and generally updated. Specific changes appear in the highlighted text. The specific changes are explained below:

[FSC 1301](#) – Instructions for accessing the DCO-74 via DHS GOLD have been added to this section.

[FSC 1302](#) – This section has been clarified to specify that households receiving only family planning services through the DHS county office may participate in the Food Stamp Program in a county other than their county of residence.

[FSC 1303](#) – Instructions for keying transfers to the FACTS system have been deleted.

[FSC 1500](#) – Information about keying case heads to FACTS and changing case heads on FACTS has been deleted.

[FSC 1610](#) – This section has been renamed.

[FSC 1620](#) – This section has been renamed and rewritten. None of the policy has changed.

[FSC 1621.3.1](#) – Appendix Q’s title has been added to this section.

[FSC 1621.6](#) – Instructions for entering an ineligible alien’s prorated income to the FACTS system have been deleted.

[FSC 1621.7.4](#) – The budget example has been updated.

[FSC 1622.2](#) – The instructions for determining if a student is to be classified as an eligible student based on the receipt of TEA benefits have been updated. Also, references to the replacement of the JTPA Program by the WIA Program have been added.

[FSC 1622.3](#) – References to the JTPA Program have been changed to the WIA Program.

[FSC 1622.6](#) – The instructions for verifying student income have been revised to include instructions for issuing a DCO-265. Also, references to the JTPA Program have been changed to the WIA Program.

[FSC 1622.7](#) – References to the JTPA Program have been changed to the WIA Program.

[FSC 1622.9](#) – Instructions for entering information about an ineligible student to FACTS have been deleted.

[FSC 1622.10](#) – A definition of a fleeing felon has been added to this section.

[FSC 1623.1](#) – Instructions for entering a budget including a disqualified household member to the FACTS system have been deleted. The section now contains basic instructions for preparing such a budget.

[FSC 1623.2](#) – A statement has been added to this section to clarify that income the disqualified member no longer receives is not counted in the budget unless the disqualification was for an IPV. Also, instructions for entering a budget including a disqualified household member to the FACTS system have been deleted. The section now contains basic instructions for preparing such a budget.

[FSC 1624.1](#) – The examples have been updated to use current food stamp benefit amounts.

[FSC 1630](#) – The examples have been updated to use current food stamp benefit amounts.

[FSC 1640](#) – The instructions for listing children who are boarders as household members on the FACTS system have been deleted.

[FSC 1730](#) – The examples have been updated to use current food stamp benefit amounts.

[FSC 1820](#) – Instructions for handling treatment centers with multiple locations have been added to this section.

[FSC 1821.1 – 1821.2](#) – These are new sections. They provide instructions for handling the applications of treatment center residents when these residents are currently receiving food stamp benefits.

[FSC 1824](#) – Instructions for requiring daily census reports from treatment centers with multiple locations have been added to this section. Instructions for recording the on-site visits on the Record of On-Site Visit have also been added to this section.

[FSC 1852](#) – Instructions for accessing the DCO-223 and DCO-224 via DHS GOLD have been added to this section.

[FSC 1920](#) – The old definition of a categorically eligible household has been deleted and replaced with the new definition.

[FSC 1923](#) – This is a new section. It provides information about the impact of categorical eligibility.

[FSC 1924](#) – This is a new section. It provides information about when to classify a household as a categorically eligible household.

[FSC 1925](#) – This is a new section. It provides information about handling changes in a household's categorical eligibility status.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 00-17

Food Stamp Certification Manual

Issuance Date: 12-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Updates to FSC 16000, *Hearings*

Pages to be Deleted:	Date:	Pages to be Added:	Date:
FSC 16000 (Entire Section)	Various Dates	FSC 16000 (Entire Section)	12/01/2000

Summary of Changes:

The policy has been reformatted and generally updated. The specific changes are explained below:

[FSC 16400](#) – This section has been revised to indicate that a copy of the final order is sent to the county office when a hearing request is dismissed.

[FSC 16510](#) – This section has been revised to state that the Office of Appeals and Hearings sends the DHS-1210 directly to the county office.

[FSC 16513](#) – This section has been revised to delete references the DHS-3205. This form is no longer in use.

[FSC 16515](#) – This section has been revised to include instructions for continuation on quarterly reporting cases.

[FSC 16520](#) – A statement has been added to this section to clarify that a face-to-face hearing is utilized only when requested by the household.

[FSC 16533](#) & 16534 – Statements have been added to these sections to clarify that the supervisor or manager of the Office of Appeals and Hearings does not always review hearing decisions.

[FSC 16750](#) – This section has been revised to remove the requirement that a household must be given a date by which to return a signed Waiver of Hearing and Disqualification Agreement. Also, the form number DHS-257 has been removed. The waiver used by the Office of Appeals and Hearings does not have a form number.

[FSC 16761](#) – This section has been revised to remove the form number DHS-255. The scheduling letter used by the Office of Appeals and Hearings does not have a form number.

[FSC 16800](#) – A summary of the penalties that were in effect prior to October 1, 1996, has been added to this section.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 00-20

Food Stamp Certification Manual

Issuance Date: 12-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Updates to FSC 13000 and Appendix D

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	10/01/00	Appendix D	01/01/01
FSC 13000 (Entire Section)	Various Dates	FSC 13000 (Entire Section)	12/01/00

Summary of Changes:

Appendix D

[Appendix D](#) has been updated to provide the maximum SSI payments and Medicare premium effective 01/01/01.

FSC 1300

This entire section has been rewritten and generally updated. All references to FACTS have been removed. Specific changes are explained below.

[FSC 13100](#) – The instructions for re-mailing returned food stamp allotments have been deleted. The explanation of the difference between a supplemental issuance and a restoration has been rewritten for clarity.

[FSC 13300](#) – All references to authorizing restored benefits due to a food stamp mail out problem have been removed from this section. A reference to new section FSC 13311 has been added. (New section FSC 13311 provides instructions for restoring aged EBT benefits.)

[FSC 13310](#) – The information in this section has been reorganized. Under step 4, instructions for handling deductible expenses have been added. Also, the note under step 7 has been updated to state that a DCO-201 need not be completed when aged EBT benefits are restored.

[FSC 13311](#) – This is a new section. It provides instructions for restoring aged EBT benefits.

[FSC 13320](#) – A reference to the Recipient Overpayment Accounting System (ROAS) has been added to this section. Also, references to the DCO-216 and DCO-217 have been deleted and replaced with references to the Benefit Overpayment Report (DCO-199).

[FSC 13350](#) – This section has been updated to provide current instructions for authorizing restored benefits to households that have moved out of state.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 01-03

Food Stamp Certification Manual

Issuance Date: 06-01-2001

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Incorporation of Revised Definition of Categorical Eligibility and Other Changes

This packet of revised policy includes changes to the following sections of the Food Stamp Certification Manual: [\[FSC 100\]](#), [\[FSC 1000\]](#), [\[FSC 5000\]](#), [\[FSC 6000\]](#), [\[FSC 8000\]](#), [\[FSC 10000\]](#), [\[FSC 11000\]](#), [\[FSC 12000\]](#), and the [\[Glossary\]](#).

Each section has been reformatted and updated. A summary of changes to each individual section of policy follows.

Summary of Changes:

FSC 100 General Provisions

1. [\[FSC 200\]](#) – A new item three was added to advise county offices of their responsibility to establish procedures to serve special needs households.
2. [\[FSC 210\]](#) – Two items have been added: 1) This item instructs DHS county offices to provide food stamp applications and pamphlets to interested parties. 2) This item instructs DHS county offices to explain the county's procedures for scheduling appointments to interested parties.
3. [\[FSC 211\]](#) – This is a new section. It explains the county office's role in outreach activities.
4. [\[FSC 312\]](#) – A reference to the online FSC manual was added to this section.
5. [\[FSC 440\]](#) – This section, which provided information for destroying old manual issuance records, has been deleted.
6. [\[FSC 900\]](#) – The section was expanded to include the provisions for naming one AR to apply for benefits for the household and another AR to use the household's EBT card to obtain food for the household. Also included are instructions for naming an AR in an emergency.

7. [\[FSC 920\]](#) – The provisions under which an individual disqualified for committing an intentional program violation (IPV) as an AR have changed.
8. [\[FSC 981.4\]](#) – A statement was added to instruct treatment centers to provide Change Report Forms to departing residents if possible.
9. [\[FSC 981.5\]](#) – Three additional guidelines for treatment centers were added: 1) If none of the resident's benefits have been accessed before he or she leaves the treatment center, the treatment center must not access these benefits. 2) The AR should report changes in the resident's circumstances to the DHS county office if there are changes while he or she is residing at the center. 3) Once a resident leaves a treatment center, the resident, not the treatment center has access to any food stamp benefits remaining in the EBT account.

FSC 1000 Household Information

1. [\[FSC 1621\]](#) – The entire section has been rewritten to:
 - Expand the definition of a U.S. citizen.
 - Define the "non-citizen national" and explain that non-citizen nationals are treated as U.S. citizens.
 - Add an explanation of when citizenship must be verified.
 - Provide a list of items that may be used to verify citizenship.
 - Define a qualified alien.
 - Explain which aliens are lawfully residing in the U.S.
2. [\[FSC1621.1\]](#) – This section has been rewritten to remove repetitious information and to clarify the existing rules. Additional information about eligible categories of American Indians was added to items 4 and 5. Additional information about Hmong and Laotian tribe members and their dependents was added to item 6.
3. [\[FSC 1621.2\]](#) – Additional instructions have been added about providing households with a reasonable opportunity to provide acceptable documentation of eligible alien status. Also, additional information has been added to clarify which aliens should not be reported to the INS when the alien is unable or unwilling to provide the needed documentation of eligible alien status. Aliens who are verified to be in the U.S. in violation of the Immigration and Naturalization Act will now be reported to the appropriate INS office.
4. [\[FSC 1621.2.1\]](#) – The examples in this section were updated. An example was added to illustrate when to determine if an alien is eligible under another status.
5. [\[FSC 1621.3\]](#) – A statement has been added to clarify that if there is a divorce, the former spouse's quarters of work will continue to be credited to the participating alien until the household's next recertification.

6. [\[FSC 1621.3.2\]](#) – This is a new section. The information about disregarding any quarter of work in which the alien received a Federal means-tested public benefit has been moved to this section. Additional instructions have been added.
7. [\[FSC 1621.4\]](#) – Additional information has been added to clarify which individuals with a military connection may participate in the Food Stamp Program.
8. [\[FSC 1621.4.1\]](#) – A definition of a battered alien has been added.
9. [\[FSC 1621.7\]](#) to [\[FSC 1621.7.6\]](#) – These sections have been rewritten to explain the new provisions that apply to sponsored aliens. Under these provisions, there will be only one method of deeming income. Deeming will not apply unless the sponsored alien is an eligible household member.
10. [\[FSC 1821.2\]](#) – Instructions for shortening the household’s certification period have been removed from this section.
11. [\[FSC 1830\]](#) – A statement has been added to clarify that residents of a group living arrangement authorized by FNS as a authorized retail store may participate in the Food Stamp Program. Also, a statement has been added to clarify that when personalized meals are prepared and paid for with food stamp benefits, that resident’s food stamp benefits must be used to pay for the meals.
12. [\[FSC 1834\]](#) – Instructions have been added for providing a departing group living arrangement resident with their EBT card and one-half of their monthly food stamp benefits if they leave before the 16th of the month.
13. [\[FSC 1835\]](#) – This is a new section. It provides the rules under which residents of group living arrangements must report changes.
14. [\[FSC 1836\]](#) – This is a new section. It provides the guidelines under which group living arrangements must submit Daily Census Reports.
15. [\[FSC 1841.2\]](#) – Instructions for shortening the resident’s certification period when the resident leaves the treatment center have been removed.
16. [\[FSC 1920\]](#) – A statement has been added to clarify that suspension or recoupment of TEA or SSI benefits will have no impact on a determination of categorical eligibility.
17. [\[FSC 1922\]](#) – Under this new provision if citizenship was verified for another program, the county office worker may accept participation in that program as proof of citizenship.

FSC 5000 Income

1. In the following sections of policy, all instructions and/or references to the Jobs Training Partnership Act (JTPA) have been replaced by instructions and/or references to the Workforce Investment Act (WIA) which replaced the JTPA: FSC 5405, FSC 5501, and FSC 5509.

Additional changes were made as explained below:

2. [\[FSC 5405\]](#) – A statement was added to item 4 to clarify the treatment of payments made for weatherization or emergency repair or replacement of heating and cooling devices.
3. [\[FSC 5621\]](#) – A definition of a boarder was added to this section.
4. [\[FSC 5670\]](#) – The steps for calculating the farm loss deduction were changed. The deduction is first applied to any other self-employment income reported by the household and then to all the other household income.
5. [\[FSC 5691\]](#) – The instructions for assigning a certification period to a household with self-employment income have changed. Under the new provisions, the household's certification period will no longer be shortened. Instead, the household's annual self-employment income will be recalculated at the time a quarterly report is submitted.

FSC 6000 Deductions

1. [\[FSC 6300\]](#) – This section has been updated. All instructions for entering information to the FACTS system have been deleted.
2. [\[FSC 6400\]](#) – This section has been updated. Information has been added about handling dependent care costs reimbursed by the Division of Child Care.
3. [\[FSC 6510\]](#) – Several items have been added as allowable medical costs. This includes corrective shoes and orthotics prescribed by a doctor or other health care professional, nursing home insurance premiums, dental insurance premiums, prescription drug plans and "cards", costs of a lifeline service, and certain items purchased over the counter. Information has been added about how to handle food supplements.
4. [\[FSC 6610\]](#) – Several items have been added as allowable shelter costs. This includes condominium and association fees, well installation and maintenance costs, and septic tank installation and maintenance costs. Information has been added about how to handle the \$300 tax credit allowed on real estate taxes.
5. [\[FSC 6624\]](#) – The section has been updated. Information about keying a prorated standard utility standard to FACTS was not deleted but was simplified.
6. [\[FSC 6627\]](#) – A statement has been added to clarify that actual utility costs are handled separately. Therefore, if a household verifies some, but not all, actual utility costs, only the unverified costs will be disallowed.
7. [\[FSC 6628\]](#) – The first paragraph has been revised to removed instructions for keying information to FACTS. Information has been added about the new maximum utility deduction that became effective 4-01-01. The example has been updated.
8. [\[FSC 6722\]](#) – A statement has been added to clarify that utility usage is not to be projected simply by averaging the household's utility costs for the last several months or the last year. A statement has been added to clarify that actual utility costs are handled separately

FSC 8000 Initial Case Actions

1. [\[FSC 8100\]](#) – Information about accepting electronically transmitted applications has been added to this section. The definition of an initial application has changed.
2. [\[FSC 8120\]](#) – Information about accepting electronically transmitted applications has been added to this section.
3. [\[FSC 8130\]](#) – Information about accepting electronically transmitted applications has been added to this section. Also, item 3 has been expanded to provide additional information about encouraging households to apply for food stamp benefits.
4. [\[FSC 8140\]](#) – Information has been added to this section about faxing applications received in the wrong office to the correct office.
5. [\[FSC 8141\]](#) – This is a new section. It provides information about how to handle an application submitted to the wrong office in a county where there is more than one DHS office.
6. [\[FSC 8220\]](#) – Information about the correct procedures for scheduling interviews for food stamp applicants has been added to this section. Specifically, the policy now states that it is not acceptable to ask households to return to the DHS county office to be seen on a first-come, first-serve basis. Each applicant must be assigned a date and time to return for the interview.
7. [\[FSC 8230\]](#) – Information about the county office’s responsibility to schedule food stamp interviews to accommodate the needs of groups with special needs has been added to this section. Also, a paragraph has been added to clarify that an application may not be denied prior to the 30th day of the application period if the household fails to appear for an interview.
8. [\[FSC 8250\]](#) – A statement that a face-to-face interview must be scheduled for any household that requests one has been added to this section. Also, a statement has been added to clarify that the use of a telephone interview will not affect the length of the certification period assigned to the household.
9. [\[FSC 8300\]](#) – A statement has been added to emphasize the worker’s responsibility to provide assistance in obtaining needed verification to food stamp applicants.
10. [\[FSC 8500\]](#) – Information was added about applying 30 day processing to untimely applications for recertification.
11. [\[FSC 8610\]](#) – Information was added about prorating benefits on untimely applications for recertification when the application is submitted within 30 days of the last day of the household’s last certification.
12. [\[FSC 8710\]](#) – In this section, the guidelines for assigning certification periods have changed. Under item 5, unstable households will generally be assigned a three-month certification period. Under items 7 and 8, households in treatment centers and households that are likely to soon become ineligible to receive food stamp benefits will

be assigned a one or two month certification period. (This will not affect expedited households with verification postponed. These households are addressed in item 6.

13. [\[FSC 8970\]](#) – The following information about joint applications has been added to this section:
 - No household will be required to apply for TEA or Medicaid in order to receive food stamp benefits or vice versa.
 - Information verified for TEA purposes will be used to process the food stamp application.
 - If a household has met all Food Stamp Program requirements but information is still needed to process the TEA application, the food stamp application will be processed without delay.
 - No household will be required to file a new food stamp application just because a TEA or Medicaid application has been delayed.
 - When a worker is attempting to divert a household from TEA cash assistance, the worker must make clear that the disadvantages of applying for cash assistance do not apply to the Food Stamp Program.
 - The worker must explain that even when a TEA case is closed, the household may continue to receive food stamp benefits.
14. [\[FSC 8971\]](#) – A new item has been added to this section to clarify how to handle an out-of-office interview when a household applies for TEA cash assistance and food stamp benefits at the same time.

FSC 10000 Recertifications

1. [\[FSC 10100\]](#) – The definition of a recertification was rewritten, and an example was added.
2. [\[FSC 10210\]](#) – Instructions were added to send a DCO-239 when a QR is reinstated in the last two months of the household's certification period.
3. [\[FSC 10400\]](#) – The date by which to file an untimely application was changed to the end of the month that follows the last month of certification.
4. [\[FSC 10500\]](#) – The reference to the interview guide was deleted.
5. [\[FSC 10520\]](#) – This paragraph has been rewritten to explain the new provisions for rescheduling missed interviews at recertification.
6. [\[FSC 10550\]](#) – This section was revised to provide information about the verification requirements.
7. [\[FSC 10620\]](#) – Under item 1, additional information was added about the verification process and the worker's responsibility to assist the household in obtaining the verification.
8. [\[FSC 10630\]](#) – Instructions to issue a DCO-206 to request information were added. A statement about reinstating timely filed applications was added.

9. [\[FSC 10650\]](#) – Information about how to handle delays in processing timely filed applications was added to this section
10. [\[FSC 10660\]](#) – This section, which formerly contained the chart about delays in processing, was deleted.
11. [\[FSC 10700\]](#) – This section was revised to explain the process of reinstating untimely applications for recertification.
12. [\[FSC 10710\]](#) – This section was rewritten. It now provides additional information about handling delays in processing untimely applications.
13. [\[FSC 10800\]](#) – This section now provides a chart that explains how to handle delayed applications for recertification when the delay was the fault of the agency. This includes the new provisions for reinstating applications and prorating benefits.
14. [\[FSC 10810\]](#) – This section now provides a chart that explains how to handle delayed applications for recertification when the delay was the fault of the agency. This includes the new provisions for reinstating applications and prorating benefits.
15. [\[FSC 10900\]](#) – This section now contains the provisions for handling applications for recertification filed at the Social Security Office.

FSC 11000 Reporting Requirements

1. [\[FSC 11110\]](#) – This is a new section. It provides the provisions under which a county office may and may not require a participating household to report for an interview.
2. [\[FSC 11120\]](#) – The policy that defines refusal to cooperate following certification was moved from the 8000 section of the FSC manual to this location.
3. [\[FSC 11430\]](#) – The instructions for shortening a certification period have been removed and replaced. Certification periods may no longer be shortened unless it appears that the household is ineligible.
4. [\[FSC 11510\]](#) – Item 6, which referred to households participating in the SFSP, was deleted.
5. [\[FSC 11520\]](#) – Instructions for shortening a household's certification period were removed. Also, instructions were provided for recalculating self-employment income at the time a quarterly report is submitted.
6. [\[FSC 11530\]](#) – A statement was added to instruct the counties to reinstate eligible households that submit a quarterly report before the end of the report month.
7. [\[FSC 11630\]](#) – This section was revised so food stamp households that submit a midpoint review will be allowed to choose between actual shelter costs and the utility standard when the midpoint review is submitted. Also, the instructions for shortening a certification period when the midpoint review is processed were deleted.
8. [\[FSC 11640\]](#) – New instructions were provided for handling one-time medical expenses when a midpoint review is submitted.

9. [\[FSC 11650\]](#) – This section was revised to remove the instructions for issuing a notice when the household’s certification period was shortened as a midpoint review was processed.

FSC 12000 Processing Reported Changes

1. [\[FSC 12227\]](#) - Instructions for shortening a household’s certification period were removed, and new instructions for obtaining the signature of a responsible household member were added.
2. [\[FSC 12241\]](#) – Instructions for shortening a household’s certification period were removed and a reference to FSC 12400 was included.
3. [\[FSC 12400\]](#) – This section has been renamed and rewritten. It now provides instructions for handling cases where the household’s current situation must be clarified before the household can continue participating in the Food Stamp Program.
4. [\[FSC 12410\]](#) – Instructions for shortening a household’s certification period were removed and a reference was provided to FSC 12400, which provides instructions for handling questionable situations.
5. [\[FSC 12430\]](#) – Two references to FSC 12400 were added. FSC 12400 provides instructions for handling questionable situations.
6. [\[FSC 12440\]](#) – Instructions for shortening a household’s certification period were removed and a reference was provided to FSC 12400, which provides instructions for handling questionable situations.
7. [\[FSC 12450\]](#) – A reference was provided to FSC 12400, which provides instructions for handling questionable situations. Instructions for handling generally known information for quarterly reporting households have been revised.
8. [\[FSC 12460\]](#) – This chart has been changed to reflect the changes in the way questionable information is handled.

FSC 16000 Administrative Hearings

Pages to be Deleted:	Pages to be Added:
Front 16310 to 16330	16310 to 16330
Back 16400 to 16511	16400 to 16511
Front 16770 to 16782	16782 to 16783
Back 16793 to 16800	16790 to 16800

1. [\[FSC 16400\]](#) – This policy now states that untimely requests for administrative hearings will be handled by the county as requests for restored benefits.

2. [[FSC 16800](#)] – A reference to FSC 1623.2 was added. FSC 1623.2 provides instructions for calculating a budget when a household member has been disqualified.

Glossary

1. [[Collateral Contact](#)]– Examples of acceptable collateral contacts were provided. Instructions were provided for obtaining information from collateral contacts without disclosing information about the food stamp household.
2. [[Home Visits](#)] – Information was added about the conditions under which a home visit may be conducted.
3. [[Verification](#)] – The following information was added to items 2 and 3 respectively:
 - A statement that the household may provide verification by facsimile or other electronic device.
 - Clarification that assistance in obtaining verification will be provided to households that are cooperating with the Agency.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 01-04

Food Stamp Certification Manual

Issuance Date: 07-01-2001

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Revised Vehicle Policy

This packet of revised policy includes changes to the following sections of the Food Stamp Certification Manual: [\[FSC 4000\]](#) and [\[FSC 16000\]](#).

Each section has been reformatted and updated. A summary of changes to each section of policy follows.

Summary of Changes:

FSC 4000 Resources

1. [\[FSC 4400\]](#) – Policy references were added to the list of excluded resources.
2. [\[FSC 4430\]](#) – This section formerly provided information about excluded vehicles. The information about excluded vehicles was moved to [\[FSC 4840\]](#). The information formerly in FSC 4431 about property related to the use of excluded vehicles was moved to this section.
3. [\[FSC 4451\]](#) – This section was updated to reflect the current definition of a categorically eligible household.
4. [\[FSC 4500\]](#) – Policy references were added to the list of excluded resources.
5. [\[FSC 4580\]](#) – This section was revised to redefine a significant return as one of \$1,500 or less and to state that this policy does now applies to vehicles.
6. [\[FSC 4610\]](#) – Information has been added about a web site that may be used in the process of verifying savings bonds.
7. [\[FSC 4640\]](#) – A sentence has been added to clarify that a KEOGH plan is inaccessible to a food stamp household if it involves a contractual agreement with non-household members.
8. [\[FSC 4650\]](#) – A money market account has been added as a type of checking account.

9. [\[FSC 4660\]](#) – A money market account has been removed as a type of savings certificate.
10. [\[FSC 4670\]](#) – Information was added about using the internet to verify current stock prices.
11. [\[FSC 4800\]](#) – Information was added about the process of evaluating vehicles to determine the resource value.
12. [\[FSC 4810\]](#) – This section now contains information about establishing ownership of vehicles.
13. [\[FSC 4820\]](#) – This section now contains information about the treatment of leased vehicles.
14. [\[FSC 4830\]](#) – This section now provides instructions for excluding vehicles owned by categorically eligible households as a resource.
15. [\[FSC 4840\]](#) – This section now provides instructions for applying resource exclusions to vehicles owned by members of food stamp households. This includes one exclusion per household and additional exclusions based on use.
16. [\[FSC 4850\]](#) – This section now provides instructions for determining the countable resource value of any vehicle not excluded under the policy in FSC 4840.
17. [\[FSC 4851\]](#) – This section now provides instructions for determining the fair market value of vehicles. Internet web sites rather than NADA books will be used to establish the fair market value of vehicles.
18. [\[FSC 4860\]](#) – This section now provides instructions for determining the accessibility of any vehicle if the value of the vehicle will make the household ineligible to receive food stamp benefits.
19. [\[FSC 4870\]](#) – This section now contains the Vehicle Desk Guide. This guide has been revised to reflect the new provisions.
20. [\[FSC 4974\]](#) – This section has been updated and the example, which described the transfer of a vehicle, has been revised.

FSC 16000 Hearings

The entire section had to be reissued due to printing errors.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 01-12

Food Stamp Certification Manual

Issuance Date: 10-01-2001

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Corrections and Clarifications

Pages to be Deleted:	Pages to be Added:
Front 981.2 to 981.5	Front 981.2 to 981.5
Back 981.5 to 981.5	Back 981.5 to 981.5
Front 1621.1 to 1621.1	Front 1621.1 to 1621.1
Back 1621.2 to 1621.2	Back 1621.2 to 1621.2
Front 1621.2 to 1621.2	Front 1621.2 to 1621.2
Back 1621.2 to 1621.2.1	Back 1621.2 to 1621.2.1
Front 4850 to 4851	Front 4850 to 4851
Back 4851 to 4851	Back 4851 to 4851
Front 5412 to 5413	Front 5412 to 5413
Back 5413 to 5413.1	Back 5413 to 5413.1
Front 5701.1 to 5701.3	Front 5701.1 to 5701.3
Back 5702 to 5704	Back 5702 to 5704
Front 8506 to 8506	Front 8506 to 8506

Pages to be Deleted:	Pages to be Added:
Back 8506 to 8520	Back 8506 to 8520
Front 8530 to 8540	Front 8530 to 8540
Back 8540 to 8540	Back 8540 to 8540
Front 10100 to 10210	Front 10100 to 10210
Back 10210 to 10300	Back 10210 to 10300
Front 10700 to 10710	Front 10700 to 10710
Back 10800 to 10800	Back 10800 to 10800
Front 11420 to 11440	Front 11420 to 11430
Back 11440 to 11450	Back 11430 to 11440
Front 11450 to 11450	Front 11440 to 11450
Back 11460 to 11460	Back 11450 to 11450
Front None	Front 11460 to 11460
Back None	Back None
Front 11531 to 11550	Front 11531 to 11550
Back 11550 to 11550	Back 11550 to 11550
Front 11550 to 11560	Front 11550 to 11560
Back 11560 to 11560	Back 11560 to 11560
Front 13310 to 13310	Front 13310 to 13310
Back 13310 to 13320	Back 13310 to 13320
FSC 14000 Entire Section Reformatted and Reissued.	FSC 14000
Glossary – Front Begins with definition of “Institution of Higher Education” and ends with definition of “Notice of Action.”	Glossary – Front Begins with definition of “Institution of Higher Education” and ends with definition of “Notice of Action.”

Pages to be Deleted:	Pages to be Added:
Glossary - Back Begins with definition of "Notice of Action" and ends with definition of "Occasional Reporting."	Glossary – Back Begins with definition of "Notice of Action" and ends with definition of "Occasional Reporting."

Summary of Changes:

1. [FSC 981.4](#) – This policy was corrected by removing the phrase "and destroy the AR's EBT card" from the first sentence.
2. [FSC 1621.2](#) – The instructions for reporting illegal aliens were changed. Under the new instructions, illegal aliens are to be reported only if the county office has documents to verify the alien's status. Also, the DHS county office is to report illegal aliens to the Central Office, Food Stamp Section.
3. [FSC 4850](#) – Example 2 was corrected so that the countable resource value is \$2,400.
4. [FSC 5413.1](#) – A sentence has been added to this section to clarify that the Independent Choices Program is a cash and counseling program.
5. [FSC 5701.1, 5701.1 and 5701.3](#) – References to the Simplified Food Stamp Program were removed from each of these policies.
6. [FSC 8506](#) – Dependent care costs and child support payments were added to the list of deductible expenses that will be disallowed if the household does not provide requested verification during the application process.
7. [FSC 8530](#) – In the chart, in the first box under the column entitled action, a sentence has been added to the beginning of the explanation. The sentence reads: "Deny the application."
8. [FSC 10100](#) – The example has been corrected so that it now refers to an application received before October 30.
9. [FSC 10710](#) – In the first paragraph the definition of an untimely application has been corrected
10. [FSC 11430](#) – Instructions have been added for shortening the certification period when a household's circumstances change and the household is no longer entitled to 24-month certification period.
11. [FSC 11550](#) – The paragraph explaining the verification process has been rewritten to clarify that QR households must be allowed until the end of the report month to provide required verification unless there are less than 10 days before the end of the report month. If there are less than 10 days before the end of the report month, the deadline must be extended into the following month so the household is allowed a full 10 days.

12. [FSC 13311](#) – The instructions for restoring aged benefits has been corrected. As corrected, aged food stamp EBT benefits may be restored for only up to 12 months after authorization.
13. [FSC 13320](#) – A sentence has been added to clarify that although aged EBT benefits are not subject to reset, the benefits may be applied to the claim with the household's permission.
14. [FSC 14360](#) – The last sentence has been revised to state that aged food stamp EBT benefits may be restored for only up to 12 months after authorization.
15. Glossary – [Mixed Household](#), The definition has been revised to agree with the new definition of a categorically eligible household.

Inquiries to:

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MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 02-01

Food Stamp Certification Manual

Issuance Date: 01-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: 2002 COLA / Income and Resource Exclusion Updates

Summary of Changes:

1. [FSC 1621.3](#) – For the purpose of determining qualifying quarters of work, the definition of a spouse will no longer include a common-law spouse.
2. [FSC 4450](#) – This section has been updated.

Item 1- This item has been rewritten.

Item 2 – Additional exclusions for Indian tribes have been added.

Item 4 – Old item 4, which stated the exclusion for payments made under the Disaster Assistance Act of 1988 has been deleted. (See item 8 for the current disaster assistance exclusions.) All the following items were renumbered. The new item 4 provides new information about the exclusion of HEAP payments.

Items 8 and 9 – These items have been combined into one item. This is now item 8.

Item 11 – Information has been added about the exclusion of coupons redeemable at farmer's markets.

Item 17 – This is a new item. It provides information about the exclusion of funds under P.L. 99-576.

Item 18 – This is a new item. It provides information about the exclusion of funds set aside in individual development accounts.

3. FSC 5405 – This section has been updated.

Item 3 – Information has been added about additional organizations that receive title V funds.

Item 4 – Information has been added about the exclusion of HEAP payments.

Item 7 – Additional exclusions for Indian tribes have been added.

Item 8 & 10 – These two items, which provided information about exclusions authorized under the Disaster Assistance Act of 1988 and the Drought Relief Act of 1988 have been deleted. (See item 14 for disaster payment exclusions.) All the following items were renumbered.

Item 12 – Old items 14, 15, and 16 have been combined into a new item 12.

Item 16 – Additional information has been added about the programs authorized under the

4. [Appendix D](#) – The SSA-SSI and Medicare premium amounts for 2002 now appear.
5. [Appendix Q](#) – The increment amounts for the years 1999 to 2002 have been added.
6. [Appendix Q](#) – The address has changed, and the telephone numbers have changed
7. [Appendix Q](#) – The address has changed.
8. [Appendix Q](#) – The increment amounts for the years 2000 and 2001 have been added.

Inquiries to:

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MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 02-03

Food Stamp Certification Manual

Issuance Date: 03-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Overpayments

Summary of Changes:

1. [\[FSC 992\]](#) – This section has been updated.
2. [\[FSC 994\]](#) – The benchmark for referring cases has changed from \$200 to \$125. Trafficking has been added as a reason for referring a case to the Fraud Investigations Unit.
3. [\[FSC 995\]](#) – The criteria under which cases will be referred for prosecution has been updated.
4. [\[FSC 996\]](#) – This section has been updated.
5. [\[FSC 997\]](#) – This section has been updated.

FSC 15000

The entire section has been reformatted and generally updated. Specific changes are explained below.

1. [\[FSC 15100\]](#) – A paragraph has been added to provide information about the new time frames for preparing overpayments.
2. [\[FSC 15110\]](#) – This is a new section. It contains the information about the types of overpayments. This information was moved forward from FSC 15410. Please note that under instructions for determining an IPV, signing a consent agreement with the prosecutor has been removed as a method of determining an IPV.
3. [\[FSC 15200\]](#) – There are new guidelines for preparing overpayments. A definition of trafficking has been provided. The instances in which an overpayment will not be prepared have been revised.

4. [\[FSC 15210\]](#) – This is a new section. It states when a county office worker will prepare an overpayment and when a suspected intentional program violation overpayment will be referred to the Fraud Unit to be prepared.
5. [\[FSC 15300\]](#) – This section now contains a definition of the date of discovery of an overpayment. It also provides the time frames for referring a suspected intentional program violation to the Fraud Unit for investigation and preparation of any resulting claim.
6. [\[FSC 15400\]](#) – The new time frames for preparing overpayments have been added to Step 2.
7. [\[FSC 15404\]](#) – The new definition of a categorically eligible household has been added to this section.
8. [\[FSC 15430\]](#) – The new guidelines for referring suspected IPV overpayments to the Fraud Unit have been included.
9. [\[FSC 15500\]](#) – The explanation of the Overpayment Unit’s responsibilities has been expanded.
10. [\[FSC 15510\]](#) – The explanation of the Accounting Section’s responsibilities has been updated.
11. [\[FSC 15530\]](#) – Offset of EBT benefits has been added as a collection method.
12. [\[FSC 15533\]](#) – The time frames for referring delinquent debts to the Collection Unit have changed from 120 days to 180 days. A statement has been added to clarify that the Fraud Unit monitors collections on court adjudicated cases.
13. [\[FSC 15535\]](#) – The criteria for suspending cases has been revised.
14. [\[FSC 15620\]](#) - The new guidelines for referring suspected IPV overpayments to the Fraud Unit have been included.
15. [\[FSC 15800\]](#)– The procedures for using EBT benefits to repay an overpayment have been updated to include information about aged benefits and expunged benefits.

Inquiries to:

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MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 02-05

Food Stamp Certification Manual

Issuance Date: 04-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Revised Procedures for Scheduling Out-of-Office Interviews Handling Unclear Information

Implementation Date: By federal mandate this policy will be implemented April 1, 2002. Approval of the policy under the Administrative Procedures Act will not occur until April 10, 2002.

Summary of Changes:

Go to the corresponding number in the body of the policy to see the revised policy.

1. [\[FSC 4420\]](#) – Item 3 has been separated into two separate items. The new number 3 now provides information only about the exclusion of life insurance policies as a resource. The new number 4 now provides information only about the exclusion of burial policies as a resource. All subsequent items have been renumbered.
2. [\[FSC 8230\]](#) – A statement has been added to clarify that households must only supply an application containing a name, an address and a signature in order for the county office to schedule an interview.
3. [\[FSC 8250\]](#) – The conditions under which an out-of-office must be scheduled have been revised. Having an AR will no longer be a factor in determining whether to grant an out-of-office interview. Out-of-office interviews will be scheduled upon request for any household where all members are aged and/or disabled and there is no earned income. Also, there are changes in the procedures for granting out-of-office interviews to other households under the hardship provisions.
4. [\[FSC 10510\]](#) – A statement has been added to clarify that when it is time for a household to appear for an interview at recertification, the county offices must schedule this interview to accommodate the needs of households with special circumstances.

5. [\[FSC 12400\]](#) – There are new procedures for handling reported changes when the worker cannot determine the effect of the reported change on the household’s eligibility and/or benefit level. Workers must send a request for contact to the household before issuing any advance notice of adverse action.
6. [\[FSC 12410\]](#) – The language about changes reported to E&T workers has been removed from the policy. The Food Stamp E&T Program is no longer operated in the DHS county office.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 02-10

Food Stamp Certification Manual

Issuance Date: 06-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Adjustments to EBT Accounts

Summary of Changes:

[FSC 14900](#) – This section has been added to explain how a household can request an adjustment when too many benefits have been withdrawn from the household’s food stamp EBT account.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us
Sheila Smedley, EBT Unit, 501-682-8188, sheila.smedley@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 02-12

Food Stamp Certification Manual

Issuance Date: 07-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Corrections and Clarifications

Summary of Changes:

1. [\[FSC 1621.5.3\]](#) - The instructions for instituting secondary verification have been revised. An INS Form G-845S is to be used to request secondary verification. This form may be downloaded from the INS web site. A DHS Consent for Release of Information must accompany the form. All requests for secondary verification must be directed to the Memphis INS office.
2. [\[FSC 4420\]](#) and [\[4630\]](#) – Money in Simplified Employee Pension Plans (SEPs) is no longer excluded as a resource. This item has been removed from the list of excluded pension plans and added as a countable IRA.
3. [\[FSC 5704.5\]](#)– The instructions for verifying child support paid through OCSE has been revised to provide instructions for using the DCO-OCSE Inquiry Interface. These instructions have been moved to an Appendix.
4. [\[FSC 6510\]](#)– Under item 10, the Medicaid reimbursement rate will no longer be used to calculate medical transportation costs. Instead, the current TEA reimbursement rate will be used to calculate transportation costs.
5. [\[FSC 11120\]](#)– References to the policy that provides the instructions for different types of subsequent reviews have been added to this section.
6. [\[FSC 11420\]](#)– Instructions have been added for requesting additional verification of reported changes via a Request for Contact (RFC).
7. [\[FSC 12400\]](#)– A statement has been added to clarify that the worker may not require the household to appear for an interview using a request for contact. Also, in the chart the instructions for handling situations where the household refused to cooperate have been corrected to specify that the case will be closed because the household refused to cooperate.
8. [\[FSC 12440\]](#)– Instructions have been added for sending a Request for Contact when the household has failed or refused to cooperate with a field investigator.

9. [\[FSC 15110\]](#)– The disqualification periods for violations that occurred during the period October 1983 to September 1996 have been corrected.
10. [\[FSC 15210\]](#)– Additional information has been added to clarify when a county office worker must prepare the DHS-199.
11. [Appendix O](#) – This Appendix provides instructions for verifying child support payments received through OCSE.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us
Sheila Smedley, EBT Unit, 501-682-8188, Sheila.Smedley@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 02-14

Food Stamp Certification Manual

Issuance Date: 11-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Updated Work Registration Policy

Summary of Changes:

SUMMARY OF CHANGES

1. [FSC 1623](#) – Failing to comply with the E&T Program has been removed as a reason for disqualifying a household member. The information about failing or refusing to cooperate with a Workfare Program requirement as a member of another household has been changed. Now only the household member who fails or refuses to comply with the Workfare Program requirement is disqualified.
2. [FSC 1623.1](#) – Disqualification for failure to comply with the RTW will be handled in the same manner as a failure to comply with the SSN requirement.
3. [FSC 1623.3](#) – This section has been removed. The instructions for disqualifying a household member due to a Workfare non-compliance have been added to FSC 1623.2.
4. [FSC 3100](#) – Policy references were added to this section. Participation in an E&T Program was removed as work registration requirement and a brief explanation of the voluntary E&T Program was added.
5. [FSC 3200](#) – The employment status in item 8 has been changed from "on a full time basis" to "on at least a half-time basis." In item 9, "a training program" has been added to the list of schools.
6. [FSC 3220](#) – The explanation of work registration exemptions for household members who are aged 16 or 17 has been rewritten. A statement has been added to clarify that household members aged 16 or 17 may meet other work registration exemptions.
7. [FSC 3310.2](#) – Instructions for issuing an advance notice of adverse action and shortening the household's certification period have been removed and replaced with instructions for issuing a request for clarification.
8. [FSC 3310.3](#) – Instructions to shorten the household's certification period were removed.

9. [FSC 3320](#) – Due to the implementation of ANSWER, an explanation of the work registration codes have been removed from this section. However, the instructions for prioritizing the work registration reasons remain.
10. [FSC 3400](#) – In item 1, participating in an E&T Program has been removed from the list of things a work registrant must do to show compliance. (Participation in an E&T Program is now voluntary.)
11. [FSC 3401](#) – Refusal to participate in an E&T Program has been removed from the list of work registration violations. (Participation in an E&T Program is now voluntary.)
12. [FSC 3401.2](#) – The conditions under which a voluntary quit must be verified have changed. (Verification is required only when a household's statements about a voluntary quit are questionable.)
13. [FSC 3410](#) – The sanction penalties have changed. No matter which violation, a sanction may be ended whenever the disqualified member complies. When a sanction is imposed, the household's food stamp benefit amount may not increase.
14. [FSC 3411](#) – Additional information about applying good cause has been added. For voluntary quits, good cause will only be established if the individual who quit the job accepts employment of at least 30 hours per week. Additional voluntary quit "good cause" reasons have been added.
15. [FSC 3413](#) – This section of policy will also apply to voluntary reduction in work hours. The time frame for "looking back" to see if a voluntary quit occurred has been changed from 60 days prior to the date of application to 30 days prior to the date of application. The procedures for applying a sanction due to a voluntary reduction in work hours have been added to this section. A statement has been added to clarify when a government employee who is on strike is considered to have quit his or her job. An individual must have been working at least 30 hours per week (formerly 20 hours per week) before voluntary quit sanctions will apply.
16. [FSC 3414](#) – Sanctions must now be applied when a recipient of TEA cash assistance fails or refuses to comply with a TEA work requirement and is otherwise subject to the Food Stamp Program work registration requirements.
17. [FSC 3430](#) – A time frame has been established for sending an advance notice of adverse actions to households with a member who failed or refused to comply with a work registration requirement.
18. [FSC 3440](#) – Failure or refusal to register for an E&T Program has been removed from the chart that illustrates what an individual must do to avoid or end a disqualification. Also, now an individual may participate in any E&T component to be in compliance with the RTW.
19. [FSC 3441](#) – Instructions for handling the income and resources of a disabled member have been removed from this policy and a reference to FSC 1622.2 has added to the policy.
20. [FSC 3500](#) – References to the JTPA have been replaced with references to the WIA. Participation in an E&T Program of any type now shows compliance with the RTW.
21. [FSC 3510](#) – Instructions for determining the RTW compliance period have been updated.
22. [FSC 3520](#) – The example has been updated.
23. [FSC 3560](#) – This is a new section. It provides instructions for granting personal exemptions to individuals who are subject to the RTW.

24. [FSC 3600](#) – This section now provides an explanation of the voluntary E&T Program operating in selected counties for individuals who are subject to the RTW. This program is operated by the Department of Workforce Education.
25. [FSC 3610](#) – This section has been updated.
26. [FSC 3620](#) – This section now provides instructions for referring individuals who are subject to the RTW to the E&T Program in Mississippi, St. Francis and Union counties.
27. [FSC 3630](#) – This section now provides instructions for providing transportation reimbursements to individuals who participate in the E&T Program.
28. [FSC 3640](#) – This section now explains the information provided to the county office about E&T Program participants.
29. The following sections of policy have been deleted:

FSC 3603	FSC 3611	FSC 3619	FSC 3628	FSC 3637
FSC 3604	FSC 3612	FSC 3621	FSC 3629	FSC 3638
FSC 3605	FSC 3613	FSC 3622	FSC 3631	FSC 3639
FSC 3606	FSC 3614	FSC 3623	FSC 3632	FSC 3641
FSC 3607	FSC 3615	FSC 3624	FSC 3633	FSC 3642
FSC 3608	FSC 3616	FSC 3625	FSC 3634	
FSC 3609	FSC 3617	FSC 3626	FSC 3635	
FSC 3610	FSC 3618	FSC 3627	FSC 3636	

30. [FSC 3700](#) – Additional information has been added to this section to clarify program funding methods and allowable costs. Also a statement has been added to clarify that Workfare sponsors must not release information about program participants.
31. [FSC 3710](#) – Additional information about job-related benefits has been added to this section.
32. [FSC 3720](#) – A statement was added to clarify that any work registrant or any household member exempt from the work registration requirements solely due to receipt of TEA cash assistance or unemployment benefits may be referred to the Workfare Program.
33. [FSC 3730](#) – This section has been rewritten to clarify the procedure for determining the prime designee.
34. [FSC 3752](#) – A statement has been added to clarify that a Workfare sponsor must maintain files that record activity by Workfare participant. Also, information has been added to clarify how long Workfare Program records must be maintained by the sponsor.
35. [FSC 3760](#) – The section has been rewritten because the procedures for imposing a sanction due to a Workfare Program non-compliance have changed. Now, only the individual who failed or refused to comply with a Workfare Program requirement will be sanctioned.

36. FSC 3761 – [FSC 3760](#) and 3761 were combined. FSC 3761 was deleted.
37. [FSC 3762](#) – The good cause provisions in this section were updated to add several new good cause reasons.
38. [FSC 3764](#) – The notice requirements were changed to reflect disqualification by individual rather than for the entire household.
39. [FSC 3765](#) – The procedures for avoiding a sanction were changed to reflect individual disqualification rather than for the entire household.
40. [FSC 3766](#) – This section now contains the procedures for ending a sanction. This policy now reflects individual disqualification rather than closing the case.
41. [FSC 3780](#) – The procedures for calculating the amount of enhanced reimbursement have been re-written.
42. [FSC 12110.5](#) – This is a new section. It provides information about disqualifying members of TEA households who fail to comply with a TEA Work Requirement and who are exempt from the Food Stamp Program work registration requirements only due to the receipt of TEA benefits.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 02-19

Food Stamp Certification Manual

Issuance Date: 11-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Update of FSC 7000 & Related Changes

Summary of Changes:

1. [FSC 1621.1](#) – Items 3 has changed to remove disabled aliens as a class of aliens who must have been lawfully present in the United States on August 22, 1996, in order to participate in the Food Stamp Program. A new number 4 has been added to clarify that an alien who is lawfully residing in the United States and who is receiving disability benefits may participate in the Food Stamp Program if otherwise eligible. The following items have been renumbered. A new item 8 has been added to clarify the circumstances under which battered aliens may participate in the Food Stamp Program.
2. [FSC 1621.4.1](#) – This section has been rewritten to clarify the circumstances under which battered aliens may participate in the Food Stamp Program.
3. [FSC 1730](#) – The examples have been updated to reflect the new standard deduction amounts and the current food stamp benefit amounts.
4. [FSC 4300](#) – The new resource standards have been incorporated.
5. [FSC 7200](#) – The charts have been updated.
6. [FSC 7410](#) – The resource chart has been updated.
7. [FSC 7430](#) – The new resource standard for disabled households has been incorporated. The examples have been updated.
8. [FSC 7431](#) – The example for determining the value of a vehicle has been updated. The instructions for completing a denial have been updated.
9. [FSC 7500](#) – The examples have been updated.
10. [FSC 7520](#) – The instructions for using the "Review for Change" fields have been removed.
11. [FSC 7522](#) – The instructions for using the "Review for Change" fields have been removed.
12. [FSC 7523.1](#) – A statement has been added to clarify that weeks when little or no pay is received must be used to anticipate earned income if this is the normal pattern of pay.
13. [FSC 7523.3](#) – Instructions for completing a DCO-233 have been removed.

14. [FSC 7525](#) – Instructions for completing a DCO-233 have been removed.
15. [FSC 7600](#) – Item 2, the description of the standard deduction has been revised.
16. [FSC 7610](#) – This section has been rewritten. Field by field instructions for completing a DCO-233 have been removed and replaced with step by step instructions for completing a food stamp budget. The revised pages may be used as a worksheet to complete a budget.
17. [FSC 7700](#) – The section has been updated.
18. [FSC 7710](#) – The examples have been updated.
19. [FSC 7720](#) – The examples have been updated.
20. [FSC 7730](#) – The examples have been updated.
21. [FSC 7740](#) – The examples have been updated.
22. Glossary, "[Aged/Disabled Household](#)" – The definition has been changed to show that households with an aged or a disabled member will be allowed up to \$3,000 in countable resources.

Inquiries to:

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MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 03-01

Food Stamp Certification Manual

Issuance Date: 01-01-2003

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Exclusion of Educational Income

Special Instructions:

This policy mandates that all educational income, including VA educational benefits, will be excluded as income and as a resource in the Food Stamp Program. (This policy does not change the procedures for determining eligible student status.)

This policy will be effective at the first certification, recertification, quarterly report or reported change processed after January 1, 2003. If a household contacts the county office and requests that educational income be removed from their food stamp budget, the request will be honored. The request will be processed using the time frames for reported changes stated in FSC 11410.

Summary of Changes:

[Appendix D](#) has been updated.

1. [FSC 1622.3](#) – VA educational assistance paid through the Montgomery GI Bill has been added as a type of educational income. The policy has been changed to state that all educational income will be excluded entirely as income and as a resource. The remainder of the information in the section was deleted.
2. FSC 1622.4, FSC 1622.5, FSC 1622.6, FSC 1622.7, and FSC 1622.8 – These policy sections, which explained how to exclude educational costs, were deleted.
3. [FSC 4300](#) – Information about resource eligibility standards for categorically eligible households was moved from FSC 4451 to this section. (FSC 4451 was deleted.)
4. [FSC 4400](#) – Education income was added to the list of excluded resources.
5. [FSC 4450](#) – A statement was added to item 12 to clarify that all educational income is excluded as a resource.

6. FSC 4451 – Information about resource eligibility standards for categorically eligible households was moved from FSC 4451 to [FSC 4300](#). This information has not changed. FSC 4451 was deleted.
7. [FSC 4460](#) – Prorated student income was removed as a type of excluded resource. Educational income was added as a type of excluded resource.
8. [FSC 5400](#) – Under types of income exclusions, educational costs was listed as a type of excluded income. This was changed to “educational income.”
9. [FSC 5404](#) – This policy was changed to state that all educational income will be excluded as income.
10. [FSC 5405](#) – A statement was added to item 22 to clarify that all educational income is excluded as income.
11. [FSC 5501](#) – Work-study was removed as a type of countable earned income.
12. FSC 5504 – Income from assistantships was removed as a type of countable earned income so the section was deleted.
13. [FSC 5507](#) – A statement was added to this section to clarify that educational benefits paid under the Montgomery GI Bill are excluded as income.
14. FSC 5513 – This section, which explained how to count work-study income, was deleted.
15. [FSC 5700](#) – Educational benefits was removed as a type of countable unearned income.
16. FSC 5707 – This section, which explained how to determine the amount of educational income to be counted in the budget, was deleted.
17. [FSC 5723](#) – A statement was added to this section to clarify that educational benefits paid under the Montgomery GI Bill are excluded as income.
18. [FSC 5800](#) – The reference to the policy explaining how to calculate the income of eligible students was removed.

Inquiries to:

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MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 03-03

Food Stamp Certification Manual

Issuance Date: 01-01-2003

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Employment and Training (E&T) Program

Program Information:

I. Introduction

Under a plan approved by the Department of Agriculture, Food and Nutrition Service (FNS), the Arkansas Department of Human Services (DHS) has contracted with the Arkansas Department of Workforce Education (DWE) to administer a Food Stamp E&T Program in the following counties:

- Benton
- Cleburne
- Craighead
- Crawford
- Crittenden
- Drew
- Faulkner
- Garland
- Grant
- Hempstead
- Independence
- Jefferson
- Lee
- Miller
- Mississippi
- Pope
- Pulaski
- St. Francis
- Union
- Washington
- White

II. Program Description

A. General Description

The Food Stamp E&T Program will be operated by the Arkansas Department of Workforce Education (DWE) in local adult education centers and vocational-technical schools. Participation in the Food Stamp E&T Program is voluntary. No individual will be penalized for failure or refusal to participate in the Food Stamp E&T Program.

B. Program Components

1. Independent Job Search – Participants will make a pre-determined number of inquiries to prospective employers over a specified period of time.
2. Job Search Training – Participants will undergo a job skills assessment. Resume development, interview coaching and job leads may be provided. Skills testing may be conducted. Participants may be provided employment counseling, motivational techniques, and effective job search method and instructions in a group setting. Participants may be assigned an employment counselor or case manager who works with the participant on a one-to-one basis to:
 - Develop an employment and training plan
 - Provide encouragement
 - Assist in finding financial aid for education
 - Manage referrals
 - Monitor and report progress
3. Education – Participants may be enrolled in education programs or activities designed to help the participant:
 - Improve basic skills including reading and math
 - Acquire a high school diploma or GED
 - Learn the English language.
 - Gain occupational skills including but not limited to work keys and self-guided computer-assisted learning programs.

Participants may also be enrolled in short courses such as, but not limited to, certified nursing assistant training or post-secondary vocational training (limited to 12 months).

4. Work Experience or OJT – Participants participate in unpaid or subsidized work experience or on-the-job training to prepare themselves for unsubsidized employment.
5. Vocational Training – Vocational training at the post-secondary level may be available for participants who may benefit from such training.

III. County Office Responsibilities

A. Make Referrals

In counties where the E&T Program is operating, county office workers will refer to the local DWE office all food stamp recipients who are subject to the Requirement to Work (RTW). This includes all able-bodied, **non-exempt** individuals between the ages of 18 and 49.

The following individuals are exempt from the RTW:

1. Anyone age 17 or younger.
2. Anyone age 50 or older.
3. Anyone medically certified as physically or mentally unfit for employment. This includes any individual who:
 - Meets the definition of disabled as provided in the Glossary, definition of Aged/Disabled.
 - Receives services through Arkansas Rehabilitative Services.
 - Receives Worker's Compensation or sick pay benefits.
 - Receives a decision of disability from the Medical Review Team.
 - Provides a statement from a physician or licensed, certified psychologist indicating the cause of the disability and anticipated duration of the disability.
4. Any natural, adoptive or step-parent of a minor dependent child age 17 or younger so long as the dependent child lives with the parent. If both parents are in the home, then both parents are exempt under this provision. This provision also applies to individuals who are exercising parental control over a child age 17 or younger in the absence of a parent. If a couple (e.g., grandmother and grandfather) both exercise parental control, both individuals are exempt under this provision.
5. Any pregnant woman - This exemption covers all trimesters of pregnancy. If the pregnancy is not obvious, verification may be requested from a medical professional such as a physician, a certified nurse midwife or an employee of the Health Department.
6. Anyone who is otherwise exempt from the Food Stamp Program work registration requirements. This includes:
 - Anyone who is responsible for the care of a dependent child under the age of 6 or an incapacitated person of any age.
 - Anyone who is receiving TEA cash assistance.
 - Anyone who is currently receiving unemployment benefits or anyone who has applied for unemployment benefits but is not yet receiving them.
 - Anyone who is participating in a drug addiction or alcoholism treatment and rehabilitation program on either an inpatient or outpatient basis.
 - Anyone who is employed and either working a minimum of 30 hours weekly or receiving weekly earnings equivalent to the federal minimum wage multiplied by 30.
 - Any student age 18 or older who is attending a high school or an institution of post secondary education on at least a half-time basis or attending an institution of higher education on any basis.

NOTE: *Any other household member who is subject to the Food Stamp Program work registration requirements may be referred to the E&T Program as a volunteer. For example, a mother or a father of minor children who is out of work may volunteer to participate in the E&T Program. There this individual will be offered assistance with finding a job or may be able to secure education or job skills training.*

The county office worker will offer to refer any work-registered food stamp participant who might benefit from participation in the E&T Program. There will be no penalty imposed if this individual refuses the referral or fails to participate in the E&T Program.

B. Referrals

A *Food Stamp E&T Program Referral* (DCO-205) will be completed on each individual subject to the RTW and on each volunteer. Referrals will occur at initial application or at recertification. Referrals will also be made at reported change or quarterly report if a household member has become subject to the requirement to work (RTW). Referrals will be made even if the county has been selected as a RTW “waiver county.” (See [FSC 3620](#)). Referrals will also be made even if the individual has been granted an RTW personal exemption.

County office workers will use a Referral Form and Participation Record (DCO-205) to refer appropriate household members to the E&T Program A Notification of Work Registration (DCO-260) will be given to the household to serve as the registrant’s “notice” and to explain the E&T Program to the registrant. Referrals will be made using the DCO-205 and DCO-260 at application (initial and recertification), quarterly report and reported change.

The DCO-205 will be mailed to the DWE location for that county. See the attached list.

C. Notifying DWE of Changes

DWE will not be reimbursed costs incurred by an E&T Program participant who is no longer participating in the Food Stamp Program. Therefore, it is extremely important that DWE be notified when a food stamp case containing an E&T Program participant is closed or when an E&T Program participant is dropped from a Food Stamp Household. (This includes individuals whose status is changed from an eligible to an ineligible member due to disqualification, etc.) The worker will notify DWE of these changes on the Referral Form and Participation Record (DCO-205).

D. Authorizing Reimbursements

The only Food Stamp Program E&T expenditure that may be reimbursed directly to program participants is transportation. Each E&T participant will be eligible to receive reimbursement for transportation necessary to enable the individual to comply with required component activities. Reimbursement for transportation will be based on mileage of \$.29 per mile or actual costs (e.g., for bus service or transportation provider) up to a maximum of \$285.00 reimbursement per calendar month per participant.

(NOTE: This reimbursement will not be counted as income in the food stamp budget. See [FSC 5411](#).)

Reimbursements will be authorized by the DHS county office worker through the WISE system based on reports provided by DWE. Each time a reimbursement is to be authorized, the worker must check the client’s mailing address displayed on WISE to be

sure it is the current/correct one. The WISE mailing address can be corrected from INPS if necessary but this needs to be done before a reimbursement check is authorized.

To key transportation for an E&T case, the county office worker must go to RSRP, key the SSN of the individual to receive the reimbursement and <Enter>. This should bring in the Participant Name, County, and Category.

Next, the worker must complete the following steps:

- Tab to Reason field and key T1.
- Tab to Mnth-Yr and key a numeric entry. (Example – Key January 2003 as 01-03.
- Tab to Reim Amount and key amount to be reimbursed.
- Tab to COMP and key NCA.
- Tab to WA Cat and key FS.
- Tab to Provider # and key the letter C.
- <Enter>.

After the first enter, the message “Press Enter To Update Screen” will appear. <Enter> again to process the payment. If everything processes OK, the message “Update Complete” will appear.

IV. DWE Responsibilities

DWE operates Arkansas’ system of adult education centers, vocational schools and community colleges. Adult education centers, vocational schools and community colleges are partners in the state’s 10 full-service one stops.

DWE will report to the Division of County Operations (DCO) on a monthly basis about slots offered, slots filled, attendance, completion, job placement, etc. The original report will be forwarded to the Manager, Food Stamp Program, Slot S335. A copy of the report will be maintained in the county office files in chronological order – by year and month.

Food Stamp Employment and Training Program Addresses

County	Institution	Director	Contact Information
Benton	Northwest Ark. Comm. College Adult Education Program	Mr. Ben Aldama 2710 Wood Lane Rogers, AR 72756	One College Drive Bentonville, AR 72712 Business: 479-631-4614 Fax: 479-6314610 baldama@nwacc.edu
Crittenden	Mid-South Community College Adult Education Program	Ms. Sue Dodd	2000 West Broadway West Memphis, AR 72301 Business: 870-733-6760 Fax: 870-733-6799 sdodd@mscc.cc.ar.us

County	Institution	Director	Contact Information
Cleburne White	Foothills Technical Institute Adult Education Program	Ms. Linda King	Foothills Technical Institute P.O. Box 909 Searcy, AR 72145-0909 Business: 501-207-4090 Fax: 501-268-0263 lking@foothills.tec.ar.us
Drew	Monticello School District Adult Education Center	Ms. Faye Branch	809 Hwy 278 East Monticello, AR 71655 Business: 870-367-4070 Fax: 870-367-4071 hfbranch@seark.net
Craighead	Jonesboro School District Adult Education Center	Mr. Steven D. Ewart	613 North Fisher Jonesboro, AR 72491 Business: 870-933-5896 Fax: 870-933-5889 ewarts@adulsted.jps.k12.ar.us
Faulkner	Conway School District Adult Education Program	Ms. Robin Ann Williams	615 Robins Street Conway, AR 72032 Business: 501-450-4810 Fax: 501-450-4818 rawill@conwaycorp.net http://www.caec.org
Crawford	Van Buren School District Crawford County Adult Education Program	Mr. Richard Jones	605 Alma Blvd. Circle Van Buren, AR 72956 Business: 501-471-0019 Fax: 501-471-0021 rjonessalma@msn.com
Garland	Quapaw Technical Institute Adult Education Program	Ms. Becky Linsky	P.O. Box 3950 Hot Springs, AR 71914 Business: 501-767-4433 Fax: 501-767-0224 BeckyL@Quapaw2.qti.tec.ar.us
Grant	Sheridan School District Grant County Adult Education Program	Ms. Kim DeCorte, Special Services Director	400 North Rock Sheridan, AR 72150 Business: 870-942-3135 Fax: 870-942-4801 KimDecorte@sheridanschools.org
Lee St. Francis	Crowley's Ridge Technical Institute Adult Education Program	Mr. Walter Meals III	P.O. Box 925 Forrest City, AR 72336-0925 Business: 870-633-5411 Fax: 870-633-9328 walter@crti.tec.ar.us

County	Institution	Director	Contact Information
Hempstead	Hope School District Adult Education Program	Mr. Charles George	117 East Second Street Hope, AR 71801 Business: 870-722-2744 Fax: 870-722-2745 adult-ed@swbell.net
Miller	Texarkana School District Adult Education Program	Mr. Jim Reese	P.O. Box 9050 Washington Campus 1900 Marietta Texarkana, AR 75505-9050 Business: 870-774-4414 Fax: 870-772-7952 jreese@darkstar.swsc.k12.ar.us
Independence	University of Arkansas Community College at Batesville Adult Education Program	Ms. Nancy Whitmire	P.O. Box 3350 Batesville, AR 72503 Business: 870-612-2085 Fax: 870-793-4988 nwhitmire@uaccb.cc.ar.us
Mississippi	Mississippi County Community College Adult Education Program	Ms. Elizabeth Thompson	P.O. Drawer 1109 Blytheville, AR 72316-1109 Business: 870-762-1020 Fax: 870-838-7675 dia@arkansas.net
Jefferson	SouthEast Arkansas (SEARK) College Adult Education Program	Ms. Robbie Woodruff	1900 Hazel Street Pine Bluff, AR 71603 Business: 870-543-5915 Fax: 870-543-5951 rwoodruff@stc.seark.tec.ar.us
Pope	Russellville School District Adult Education Program	Ms. Pat Collins	P.O. Box 928 Russellville, AR 72801 Business: 479-968-5244 Fax: 479-968-6081 pat.collins@rsdmail.k12.ar.us
Pulaski	Pulaski County Special School District Adult Education Program	Mr. Bruce Harkey	4300 Haywood St. North Little Rock, AR 72117 Business: 501-945-6055 Fax: 501-864-7180 pcaec@hotmail.com
Washington	Northwest Technical Institute Adult Education Program	Ms. Carolyn Moody	P.O. Box 2000 Springdale, AR 72765 Business: 501-751-8824 Fax: 501-750-7272 cmoody@nti.tec.ar.us

County	Institution	Director	Contact Information
Union	South Arkansas Community College Adult Education Program	Ms. Patricia Bates	P.O. Box 7010 El Dorado, AR 71731-7010 Business: 870-862-8131 Fax: 870-864-7180 pbates@southark.edu

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 03-05

Food Stamp Certification Manual

Issuance Date: 03-01-2003

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Implementation of Five Year Requirement for Qualified Aliens

Summary of Changes:

The policy that deals with citizenship in the Food Stamp Program has been reorganized. The policy sections have been renumbered and renamed as follows:

- 1621 Citizenship Status
- 1621.1 Qualified Aliens
- 1621.1.1 Qualified Battered Aliens
- 1621.2 Participation for Up to Seven Years
- 1621.3 Unlimited Participation
- 1621.3.1 Participation After Five Years as a Qualified Alien
- 1621.3.2 Aliens Who Have 40 Qualifying Quarters
- 1621.3.3 Individuals With a Military Connection
- 1621.4 Documentation of Alien Status
- 1621.5 SAVE
- 1621.5.1 Accessing the SAVE System
- 1621.5.1 Information Provided by the ASVI
- 1621.5.2 Secondary Verification Procedures
- 1621.5.4 Action on Responses from SAVE
- 1621.6 Handling the Income and Resources of Ineligible Aliens
- 1621.7 Sponsored Aliens
- 1621.7.1 Citizenship Requirements for Sponsored Aliens
- 1621.7.2 Indigent Aliens
- 1621.7.3 Battered Aliens
- 1621.7.4 Deeming the Sponsor's Income
- 1621.7.5 Changes in Sponsors

- 1621.7.6 Reporting Changes in Sponsor's Income
- 1621.7.7 Verification from the Sponsor
- 1621.7.8 Notices
- 1621.7.9 Incorrect Sponsor Information
- 1621.7.10 Sponsored Alien Reports/Reimbursement
- 1621.8 Alien Eligibility Status Chart

The following policy has changes as described below:

1. [\[FSC 1621\]](#)- Information about qualified alien status has been moved to [\[FSC 1621.1\]](#), and information about lawfully admitted aliens has been moved to [\[FSC 1621.3\]](#). A statement has been added to clarify which aliens are allowed to participate in the Food Stamp Program.
2. [\[FSC 1621.1\]](#)- This section now provides an explanation of qualified aliens.
3. [\[FSC 1621.1.1\]](#)- This is a new section. It provides a definition of a battered alien and explains which battered aliens may receive food stamp benefits if otherwise eligible.
4. [\[FSC 1621.2\]](#)- This section now explains which qualified aliens may receive food stamp benefits for up to seven years from their date of entry into the country if otherwise eligible.
5. [\[FSC 1621.3\]](#) - There are three changes:
 - a. This section now explains which aliens may receive food stamp benefits indefinitely if otherwise eligible.
 - b. There is a new category of aliens who may receive food stamps indefinitely - those who have lived in the U.S. as a qualified alien for five years or longer.
 - c. The explanation of aliens who are considered to be lawfully residing in the United States has been moved to item 7 of this section. Item 7 explains the provisions for members of Hmong or Highland Loatian tribes who wish to receive food stamp benefits. (These individuals must be lawfully residing in the United States but do not need to be classified as qualified aliens.)
6. [\[FSC 1621.3.1\]](#)- This is a new section. It provides instructions for determining if an alien has had qualified alien status for five years.
7. [\[FSC 1621.3.2\]](#)- This section now provides information about determining if an alien has 40 qualifying quarters of SSA coverage.
8. [\[FSC 1621.3.2\]](#)- This section now provides instructions for determining if a qualified alien has a military connection.
9. [\[FSC 1621.4\]](#)- This section now provides information about the documentation an alien must furnish. Some of the information has been updated. The addresses of the two INS offices that serve Arkansas have been moved to this section.
10. [\[FSC 1621.5.3\]](#) - The address to which requests for secondary verification should be submitted has been corrected.
11. [\[FSC 1621.7\]](#)- This section contains additional information about which aliens may have a sponsor and when the sponsor's income must be deemed. There is also new information about verifying sponsorship.
12. [\[FSC 1621.7.4\]](#)- The examples of income and resource deeming have been updated.
13. [\[FSC 1621.8\]](#)- This is a new section. It contains a chart that summarizes alien eligibility.

SPECIAL IMPLEMENTATION INSTRUCTIONS

The Farm Security and Rural Investment Act of 2002, commonly referred to as the 2002 Farm Bill, restores food stamp eligibility to many aliens who have lived in the United States as a qualified alien for at least five years. This provision is effective April 1, 2003.

Notices to Affected Households

See notice attached to this transmittal. This notice will be mailed to all households with members coded as ineligible aliens.

Initial Applications

Households consisting entirely of members who will become eligible under these provisions may apply any time during the month of March. If the household is otherwise eligible, the application will be approved

If a household where some (but not all members) are classified as ineligible aliens under the current policy submits an initial application in March, the worker will establish or re-establish the ineligible alien's current eligibility based on the new policy. If the alien will become eligible in April 2003, the application will not be delayed solely to add the alien as an eligible household member. Instead a variable budget will be keyed with the alien included as an eligible household member effective April 2003.

Recertifications

If a household with a member who is classified as an ineligible alien under the current policy submits a timely or untimely application for recertification in March 2003, the worker will establish or re-establish the ineligible alien's current eligibility based on the new policy. If the alien has become eligible to participate in the Food Stamp Program, his or her status will be changed to eligible household member when the application for recertification is processed.

Any alien who does not supply the information required to establish eligible alien status will continue to be classified as an ineligible alien.

Quarterly Reports

If a household with a member who is classified as an ineligible alien under the current policy submits a quarterly report in March for the report month of April, the worker will establish or re-establish the ineligible alien's current eligibility based on the new policy when the QR is processed. If the alien has become eligible to participate in the Food Stamp Program, his or her status will be changed to eligible household member when the quarterly report is processed.

If a quarterly report submitted for the report month of March is being reinstated in April, the reinstatement action will not be delayed solely for the purpose of determining if an ineligible household member will become eligible under the new rules. Instead, if there is a household member who is an ineligible alien, the worker will advise the household of the new rule using the procedures in [FSC 12440]. (The worker will send the household a copy of the notice attached to this directive.) If the household provides the information needed to determine that

the alien has become eligible to participate in the Food Stamp Program, the alien will be added as an eligible household member.

Any alien who does not supply the information required to establish eligible alien status will continue to be classified as an ineligible alien.

Midpoint Reviews

If a household with a member who is classified as an ineligible alien under the current policy submits a midpoint review in March for the report month of April, the worker will establish or re-establish the ineligible alien's current eligibility based on the new policy when the midpoint review is processed. If the alien has become eligible to participate in the Food Stamp Program, his or her status will be changed to eligible household member as the midpoint review is processed.

Any alien who does not supply the information required to establish eligible alien status will continue to be classified as an ineligible alien.

Reported Changes

If a household with a member who is classified as an ineligible alien reports a change in the household's circumstances during the month of March, the worker will establish or re-establish the ineligible alien's current eligibility based on the new policy. If necessary, the worker will issue a request for contact to obtain the documentation needed to assess the alien's status as a qualified alien.

Any alien who does not supply the information required to establish eligible alien status will continue to be classified as an ineligible alien.

Requests to Change Member's Status

If a household contacts the county office in writing, by telephone, by electronic transmission, or in person to request that a household member be added to a food stamp case, the county will act on this request. If the documentation needed to determine the alien's status is provided with the request, the alien will be added to the food stamp case within 10 days of the date of the request. If additional documentation is needed to determine the alien's status, a request for contact will be issued to the household as instructed in [[FSC 12400](#)]. The alien will not be added to the food stamp case until the documentation is provided.

Inquiries to:

Betty Helmbeck, Food Stamp Section, 501-682-8284, Betty.Helmbeck@mail.state.ar.us

NOTICE

Our records show that someone in your food stamp household is classified as an ineligible alien.

Under the 2002 Farm Bill, qualified aliens who have lived in the United States for five years or longer may be able to get food stamp benefits beginning in April 2003. (Your household must still meet income and resource guidelines.)

See the Chart below for a description of a qualified alien.

Category of Alien	Conditions
Legally admitted for permanent residence in the United States	Holders of green card
Amerasian immigrants	Defined under section 584 of Foreign Operations, Export Financing and Related Programs Appropriation Act of 1988
Asylee	Granted asylum under section 208 of the Immigration and Nationality Act
Refugee	Admitted under section 207 of the Immigration and Nationality Act
Trafficking victim	Treated as refugee for food stamp purposes under the Trafficking Victim Act of 2002
Parolee	Paroled into the United States under section 212(d)(5) of the Immigration and Nationality Act for at least one year
Deportation withheld	Deportation withheld under section 243(h) of the Immigration and Nationality Act OR Removal withheld under section 241(b)(3) of the Immigration and Nationality Act
Granted conditional entry	Granted conditional entry under section 203(a)(7) of the Immigration and Nationality Act as in effect before April 1, 1980.
Cuban or Haitian Entrant	Entered under section 501(e) of the Refugee Education Assistance Act of 1980
Battered spouse, child or parent	Under certain conditions, a battered person with a petition pending under 204(a)(1)(A) or (B) or 244(a)(3)

A qualified alien's five year waiting period began on the date he or she gained status as a qualified alien according to Immigration and Naturalization Service records.

Contact your local DHS county office if you want the county office to determine if this person may now begin getting food stamp benefits.

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 03-12

Food Stamp Certification Manual

Issuance Date: 10-01-2003

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Immigrant Children

Summary of Changes:

1. [FSC 1621.3](#) – Revisions are:
 - Qualified aliens under the age of 18 may participate in the Food Stamp Program (if otherwise eligible) regardless of the date of admission.
 - When the child reaches the age of 18, he or she must meet another eligible alien criteria to continue participating in the Food Stamp Program.
2. [FSC 1621.7](#) – The section has been revised to include children under the age of 18 as a sponsored alien who is exempt from the deeming procedures.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 03-13

Food Stamp Certification Manual

Issuance Date: 10-01-2003

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Limited Reporting and Semi-Annual Reporting

Summary of Changes:

I. INTRODUCTION

Limited reporting and the semi-annual report replace the quarterly reporting requirement. This policy directive provides instructions for the implementation of both the limited reporting requirements and semi-annual reporting.

Limited Reporting

Limited reporting is a change in the reporting requirements. Households subject to the limited reporting requirement must report if their total gross income begins to exceed the gross income limit for their household size. (Example - The gross income limit for a household of three is \$1,654. The household's gross income increases to \$1,700. The household must report this change.) Households in non-waived counties must also report if a household member subject to the requirement to work begins to work less than 20 hours per week. Households subject to the limited reporting requirements will be given either a 4-month certification period or a 12-month certification period

Semi-Annual Reporting

Households subject to the limited reporting requirement that are given a 12-month certification period will be required to submit a report in the 6th month of their certification period.

Aged/Disabled Households

Households where all members are aged and/or disabled but no household member works or claims a child support deduction will continue to be given 24-month certification periods and classified as occasional reporting households. With this policy revision, household composed entirely of aged and/or disabled adults and minor children will also be assigned a 24-month certification period unless a member of the household works or claims a child support deduction.

Aged/disabled households will be given a 12-month certification period if a household member works or claims a child support deduction. These households will be subject to the limited reporting requirements and required to submit a semi-annual report.

Households classified as occasional reporters must continue to report changes within 10 days of the date the change became known to the household. For these households, the threshold for reporting changes in unearned income has changed from \$25 to \$50. (Changes in unearned income must be reported when the income increases or decreases by more than \$50.)

II. IMPLEMENTATION

The new reporting requirements will be implemented 11-01-03. At the end of October, households currently subject to the quarterly reporting requirements will be converted to semi-annual reporting.

All households subject to the semi-annual reporting requirements must be advised of the new limited reporting requirements. Participating households that are currently classified as QR households will be sent a notice advising them of the change in their reporting requirements during the month of October. More information will be provided by screen message when the notices are generated.

After the SR notices are generated, workers must begin notifying households of the change in the reporting requirements at application approval and when September QRs are reinstated. This means that instead of notifying households that they will be subject to quarterly reporting, they will notify households of the new semi-annual reporting requirements. These households will be given or mailed a notice and the new "*Limited Reporting Form*" (DCO-284).

Effective 11-01-03, the following households will be assigned a four-month certification period and notified of the limited reporting requirements.

- Homeless households
- Households with members who are on strike
- Migrant and seasonal farmworkers who expect to remain in Arkansas

These households will be required to report only if the household's total gross income begins to exceed the gross income limit for the household size.

Summary of Changes:

1. [FSC 1303](#) - This section has been revised to reflect the semi-annual reporting requirements.
2. [FSC 1310](#) - A statement has been added to this section to clarify how to handle a case when the household has moved out of the state.
3. [FSC 1320](#) - The policy about providing instructions to the home has been updated.
4. [FSC 1621.7.6](#) - This section has been revised to reflect the semi-annual reporting requirements.
5. [FSC 1925](#) - This section has been revised to reflect the semi-annual reporting requirements.
6. [FSC 3310.3](#) - This section has been revised to reflect the semi-annual reporting requirements.

7. [FSC 3413](#) - This section has been revised to reflect the semi-annual reporting requirements.
8. [FSC 3420](#) - This section has been revised to reflect the semi-annual reporting requirements.
9. [FSC 3501](#) - This section, which contains information about RTW waiver counties, has been moved forward and renumbered from FSC 3550 to FSC 3501. It has also been updated.
10. [FSC 3502](#) - This section, which contains information about RTW waiver counties, has been moved forward and renumbered from FSC 3560 to FSC 3502. The section has been revised to reflect the semi-annual reporting requirements. Also, a screening guide has been added to help workers determine when a personal exemption should be applied.
11. [FSC 3520](#) - The example has been removed.
12. FSC 3522 - 3525 - These sections which provided explicit instructing for disqualifying individuals for failure to comply with the RTW have been **deleted**. FSC 3531, FSC 3532 and 3540 have been incorporated into FSC 3530. (All four sections provided information about the reinstatement of an individual disqualified for RTW noncompliance.) FSC 3550 & FSC 3560 have been moved to FSC 3501 & FSC 3502 respectively.
13. [FSC 3610](#) - The instructions for work registering a household member have been revised to include instructions for work registration when a semi-annual report is processed.
14. [FSC 3620](#) - The instructions for making an E&T referral have been revised to include instructions for E&T referral when a semi-annual report is processed.
15. [FSC 3631](#) - The instructions for authorizing transportation reimbursements have been clarified.
16. [FSC 3650](#) - Information was added to clarify that the worker must notify DWE when a food stamp case with an E&T participant closes because the semi-annual report was not processed.
17. [FSC 3720](#) - The instructions for making a Workfare Program referral have been revised to include instructions for making a Workfare Program referral when a semi-annual report is processed.
18. [FSC 3740](#) - The instructions for calculating Workfare Program obligation have been revised to include instructions for making a calculating Workfare Program obligation when a semi-annual report is processed.
19. [FSC 4840](#) - The statement about vehicle exclusions applying to certification periods beginning after July 1, 2001 is outdated. It has been removed.
20. [FSC 4850](#) - This section has been revised to remove outdated instructions about vehicle exclusions and to reflect the semi-annual reporting requirements.
21. [FSC 5514](#) - The threshold for verifying reported changes in earned income has been changed from \$25.00 to \$50.00.
22. [FSC 5662](#) - Instructions have been added for handling self-employment income received by households subject to the limited reporting requirements.
23. [FSC 5662.1](#) - Instructions have been added for handling self-employment income received by households subject to the limited reporting requirements.
24. [FSC 5680](#) - The example has been revised to reflect semi-annual reporting rather than quarterly reporting.
25. [FSC 5691](#) - Instructions have been added for handling self-employment income received by households subject to the limited reporting requirements.

26. [FSC 6552](#) - This section has been revised to reflect the semi-annual reporting requirements.
27. [FSC 6627](#) - This section has been revised to reflect the semi-annual reporting requirements.
28. [FSC 6628](#) - The policy has been updated by removing outdated information about the shelter deduction amounts.
29. [FSC 7100](#) - This section has been revised to reflect the semi-annual reporting requirements.
30. [FSC 7200](#) - This section has been revised to reflect that individuals who don't furnish information about disability are work-registered. The application will not be denied.
31. [FSC 7431](#) - This section has been revised to reflect the limited reporting and semi-annual reporting requirements.
32. [FSC 7522](#) - This section has been revised to reflect the semi-annual reporting requirements.
33. [FSC 8240](#) - Item 10 has been revised to reflect the limited reporting requirements.
34. FSC 8310 - This section has been **deleted**.
35. [FSC 8500](#) - This section has been updated to mention use of the *Request for Verification* (DCO-191).
36. [FSC 8503](#) - The time frames for denying applications have been clarified.
37. [FSC 8505](#) - This section has been revised to reflect the limited reported and the semi-annual reporting requirements.
38. [FSC 8506](#) - This section has been updated to mention use of the *Request for Verification* (DCO-191) and to clarify the application processing time frames.
39. [FSC 8520](#) - This section has been updated to mention use of the *Request for Verification* (DCO-191) and to clarify the application processing time frames.
40. [FSC 8710](#) - This section has been rewritten to: expand the conditions under which a 24-month certification period may be assigned; to incorporate the 4-month certification periods to be assigned to some limited reporting households, and to limit the households to be assigned a one or two month certification period.
41. [FSC 8720](#) - The section has been revised to incorporate the new rules for assigning certification periods.
42. [FSC 8820](#) - This section has been revised to reflect the limited reporting and semi-annual reporting requirements.
43. [FSC 8821](#) - This section has been revised to reflect the limited reporting and semi-annual reporting requirements.
44. [FSC 9510](#) - This section has been revised to reflect the limited reporting and semi-annual reporting requirements.
45. [FSC 10210](#) - The statement that information must be supplied within 10 days has been removed. Also, the statement about manually issuing DCO-239s when a QR is reinstated has been removed.
46. [FSC 10520](#) - The section has been revised to clarify when a case will be denied for failure to appear for an interview or failure to provide information requested at the interview.
47. [FSC 10550](#) - The benchmark for verifying income changes has been changed to \$50.
48. [FSC 10610](#) - Additional information has been added to this section to clarify the time frames for verification at recertification.

49. [FSC 10620](#) - Additional information has been added to this section to clarify the conditions under which a household will be allowed up to provide information after the end of the current certification period.
50. [FSC 10630](#)- The first and second paragraphs were revised to clarify when to request an interview at a midpoint review.
51. FSC 10640 - This section, "Adjusting the BD Date", was **deleted** effective 10-01-03.
52. [FSC 10650](#) - Additional information has been added to clarify the time frames for denying timely filed applications for recertification.
53. [FSC 11100](#) - This section was updated section with the new limited reporting requirements.
54. [FSC 11120](#) - Information about closing cases for failure to cooperate with field investigators and for failure to supply information needed to prepare an overpayment has been removed from this section.
55. [FSC 11200](#) - This section has been updated with the new limited reporting requirements and the increase in the reporting limit for unearned income to more than \$50. Also a note was added to clarify how to handle a case when the household has moved out of the state.
56. [FSC 11310](#) - The new requirement for reporting gross income over the household's limit has been added to this section.
57. [FSC 11320](#) - The statement that most categorically eligible households are subject to occasional reporting has been removed.
58. FSC 11330 - This section, which explained the reporting requirements of PA households, has been **deleted**.
59. [FSC 11340](#) - This section has been rewritten. It now explains the limited reporting requirements.
60. [FSC 11341](#) - This section now explains the reporting requirements of households certified for four months.
61. [FSC 11342](#) - This section now explains the reporting requirements of semi-annual reporting households.
62. [FSC 11350](#) - The definition of an occasional reporting household has been revised to remove any information about quarterly reporting households.
63. [FSC 11420](#) - The threshold for verifying reported changes in unearned income has been revised from changes of more than \$25 to changes of more than \$50.
64. [FSC 11430](#) - Instructions for shortening certification periods on the FACTS system have been removed.
65. [FSC 11460](#) - The chart has been updated to reflect the new \$50 threshold for reporting and verifying unearned income changes.
66. [FSC 11500](#) - This section has been rewritten to reflect the semi-annual reporting requirements.
67. [FSC 11510](#) - This section has been rewritten to reflect the semi-annual reporting and limited reporting requirements.
68. [FSC 11520](#) - This section has been rewritten to reflect the semi-annual reporting requirements.

69. [FSC 11530](#) - This section has been rewritten to reflect the semi-annual reporting requirements.
70. [FSC 11531](#) - This section has been rewritten to reflect the semi-annual reporting requirements.
71. [FSC 11540](#) - This section now contains instructions for completion of the semi-annual report.
72. [FSC 11550](#) - This section now provides information about the verification to be submitted with semi-annual reports.
73. [FSC 11560](#) - This section has been rewritten to reflect the semi-annual reporting requirements.
74. [FSC 11561](#) - This section has been rewritten to reflect the semi-annual reporting requirements.
75. [FSC 11562](#) - This section has been rewritten to reflect the semi-annual reporting requirements.
76. [FSC 11570](#) - This section has been updated to reflect the new semi-annual reporting requirements.
77. [FSC 11571](#) - This section has been updated to reflect the new semi-annual reporting requirements.
78. [FSC 11580](#) - This section has been updated to reflect the new semi-annual reporting requirements.
79. [FSC 11620](#) - This section has been revised to clarify the circumstances under which an interview may be requested at the time of a midpoint review.
80. [FSC 12100](#) - This section has been revised to reflect the semi-annual reporting requirements.
81. [FSC 12110](#) - The statement about the TEA sanction ending in three months has been removed.
82. [FSC 12110.2](#) - The chart that specifies the sanction period has been revised to comply with current TEA policy.
83. [FSC 12110.3](#) - The statement about handling earned income at the time of a voluntary quit has been removed.
84. [FSC 12210](#) - This section has been revised to reflect the semi-annual reporting requirements.
85. [FSC 12211](#) - A statement has been added to this section to clarify how to handle a case when the household has moved out of the state.
86. [FSC 12221](#) - This section has been revised to reflect the limited reporting and semi-annual reporting requirements.
87. [FSC 12222](#) - The revised instructions for referring certain household members to the E&T Program have been added to this section.
88. [FSC 12226](#) - The instructions for keying a change when a household division occurs have been removed.
89. [FSC 12227](#) - The Request for Assistance has been added as the food stamp application form.
90. [FSC 12232 to 12233](#) - These sections have been updated to reflect current policy.
91. [FSC 12241](#) - This section has been updated to reflect current policy and also to reflect the new limited reporting and semi-annual reporting requirements.
92. [FSC 12251](#) - This section has been revised to reflect the semi-annual reporting requirements.

93. FSC 12252 - This section, which dealt with the process for keying a change to FACTS, has been **deleted**.
94. [FSC 12260](#) - Instructions for keying a change to FACTS have been deleted.
95. [FSC 12270](#) - References to quarterly reporting have been changed to semi-annual reporting.
96. [FSC 12300](#) - This section has been revised to reflect the limited reporting requirements.
97. [FSC 12330](#) - This section has been revised to reflect the limited reporting and semi-annual reporting requirements.
98. [FSC 12400](#) - Information about the FACTS system has been removed.
99. [FSC 12410](#) - This section has been revised to reflect the limited reporting requirements.
100. [FSC 12420](#) - This section has been updated to reflect the limited reporting requirements.
101. [FSC 12430](#) - This section has been revised to reflect the limited reporting and semi-annual reporting requirements.
102. [FSC 12440](#) - This section has been revised to reflect the limited reporting and semi-annual reporting requirements.
103. [FSC 12450](#) - This section has been revised to reflect the limited reporting and semi-annual reporting requirements.
104. [FSC 12460](#) - This section has been revised to reflect the limited reporting and semi-annual reporting requirements.
105. [FSC 13200](#) - This section has been revised to reflect the semi-annual reporting requirements.
106. [FSC 13300](#) - This section has been revised to reflect the semi-annual reporting requirements.
107. [FSC 13310](#) - This section has been revised to reflect the semi-annual reporting requirements.
108. [FSC 15400](#) - This section has been revised to reflect the semi-annual reporting requirements.
109. [FSC 16515](#) - This section has been revised to reflect the semi-annual reporting requirements.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 03-17

Food Stamp Certification Manual

Issuance Date: 12-01-2003

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Changes to Limited Reporting Procedures

Summary of Changes:

- The DCO-284, Limited Report Form, will not be used. Instead, limited reporting households will use the DCO-234, Change Report, to report changes.
- The DCO-234, Change Report, has been revised so that it instructs limited reporting households to report changes on the DCO-234. The DCO-234A (ADDENDUM), which explains the limited reporting requirements, will be issued with the DCO-234 to limited reporting households.
- The policy pages and pamphlets have been revised to reflect these changes ([FSC 11100](#)) and to remove references to the Limited Report Form (DCO-284).

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 03-18

Food Stamp Certification Manual

Issuance Date: 12-01-2003

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Changes to EBT Procedures

Summary of Changes:

In the following sections of policy, EBT-related information was updated and/or FACTS information was removed. There were no other changes.

FSC 981.3	FSC 14133.2
FSC 981.4	FSC 14134
FSC 14000	FSC 14310
FSC 14110	FSC 14320
FSC 14120	FSC 14330
FSC 14121	FSC 14340
FSC 14122	FSC 14400
FSC 14130	FSC 14500
FSC 14133.1	FSC 14700

In the following sections of policy, while EBT-related information was updated and/or FACTS information was removed, there are certain other specific changes. These specific changes are explained below:

[FSC 980, 981, 981.2, & 981.5](#) - The agency responsible for authorizing drug addiction and alcoholism treatment centers has been changed to Arkansas Department of Human Services, Division of Behavioral Health Services, Alcohol and Drug Abuse Prevention. The new address of this agency is provided in FSC 981.5.

[FSC 14100](#) - Type 100, release from hold was removed as valid transaction type.

[FSC 14131](#) - This policy section, "Release from Hold" was deleted. Holds are no longer permitted.

[FSC 14200](#) - A chart was added to this section. The chart provides:

- A list of the failure-to-extract error messages
- An explanation of the reason benefits failed to extract
- An explanation of the corrective action

[FSC 14300](#) - The policy has been changed so that the designation of primary cardholder agrees with the current ANSWER procedures.

[FSC 14350](#) - A chart containing an explanation of the procedures needed to reauthorize cancelled benefits was added to this section.

[FSC 14360](#) - The time frames for availability of benefits have changed. Benefits will now be available to the household for up to 12 months from the date of availability. After that, the benefits will be expunged.

[FSC 14800](#) - This section has been deleted. Food stamp benefits are no longer converted to food stamp coupons when a household moves out of the state.

Inquiries to:

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MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 04-07

Food Stamp Certification Manual

Issuance Date: 06-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Corrections and Clarifications

Pages to be Deleted:	Pages to be Added:
Front 1621.8 (Chart, Page 1) Back 1621.8(Chart, Page 2)	1621.8(Chart, Page 1) 1621.8(Chart, Page 2)
Front 1621.8(Chart, Page 3) Back 1621.8(Chart, Page 4)	1621.8(Chart, Page 3) 1621.8(Chart, Page 4)
Front 1621.8(Chart, Page 5) Back 1621.8(Chart, Page 6)	1621.8(Chart, Page 5) 1621.8(Chart, Page 6)
Front 3620 to 3630 Back 3631 to 3650	3620 to 3630 3631 to 3650
Front 4450 to 4450 Back 4450 to 4450	4450 to 4450 4450 to 4450
Front 4450 to 4450 Back 4450 to 4450	4450 to 4450 4450 to 4450
Front 5405 to 5405 Back 5405 to 5405	5405 to 5405 5405 to 5405

Pages to be Deleted:	Pages to be Added:
Front 7511 to 7511 Back 7512 to 7512	7511 to 7511 7512 to 7512
Front 8650 to 8700 Back 8700 to 8710	8650 to 8700 8700 to 87410
Front 8720 to 8800 Back 8810 to 8820	8710 to 8720 8730 to 8800
Front 8821 to 8821 Back None	8821 to 8820 8821 to 8830
Front 9100 to 9200 Back 9200 to 9300	9100 to 9200 9200 to 9300
Front 9300 to 9300 Back 9300 to 9300	None None
Front 9300 to 9300 Back 9321 to 9323	9300 to 9300 9321 to 9323
Front 11420 to 11430 Back 11440 to 11440	11420 to 11430 11440 to 11440
Front 11450 to 11450 Back 11460 to 11460	11450 to 11450 11460 to 11460
Front 11580 to 11580 Back 11580 to 11600	11580 to 11580 11580 to 11600
Front 11610 to 11630 Back 11630 to 11630	11610 to 11630 11630 to 11630
Front 11640 to 11640 Back 11650 to 11710	11640 to 11640 11650 to 11660
Front None Back None	None None

Pages to be Deleted:	Pages to be Added:
Front 13000 to 13200 Back 13210 to 13300	13000 to 13200 13210 to 13300
Front 13310 to 13310 Back 13310 to 13320	13310 to 13310 13310 to 13320
Front 14350 to 14350 Back 14360 to 14400	14350 to 14350 14360 to 15800
Front 15620 to 15700 Back 15700 to 15800	15620 to 15700 15700 to 15800
Front None Back None	15800 to 15800 None

Summary of Changes:

1. [FSC 1621.8](#) - The section has been updated with to reflect the changes effective 10-01-03. These changes permitted certain aliens under the age of 18 to participate in the Food Stamp Program regardless of their date of entry into the U.S.A.
2. [FSC 3630](#) - The mileage reimbursement rate for E&T Program participants has been updated to \$.31 per mile.
3. [FSC 4450](#) - A new item 19 has been added. This item provides clarification about the exclusion of funds in HUD Family Self-sufficiency Program accounts.
4. [FSC 5405](#) - In item 3, the name of the Green Thumb Program has been changed to the Experience Works Program. A new item 25 has been added. This item provides information about the exclusion of funds withdrawn from HUD Family Self-sufficiency Program accounts. The old item 25 has been renumbered as item 26.
5. [FSC 7512](#) - This policy has been revised to reflect the semi-annual reporting requirements.
6. [FSC 8710](#) - The instructions for assigning 24-month certification periods have been revised. A 24-month certification period will no longer be assigned if minor household members are age 16 or older.
7. [FSC 8720](#) - A portion of this section was rewritten to include the new guidelines for assigning 24-month certification periods to households with minor dependent child.
8. [FSC 8730](#) - This is a new section. It provides instructions for lengthening certification periods in two circumstances: 1) when a certification period shorter than 24 months has been assigned to a household entitled to a 24-month certification period; or 2) when there are errors in assigning certification periods that occur when an application is approved for a household subject to semi-annual reporting.

9. [FSC 9300](#) - The instructions for screening a Food Stamp Application (DCO-220) have been removed from this section.
10. [FSC 9321](#) - Information about screening DCO-220s has been removed.
11. [FSC 11430](#) - The instructions for shortening a certification period have been moved to FSC 11660. A reference to FSC 11660 has been included.
12. [FSC 11460](#) - Two verification codes have been corrected.
13. [FSC 11580](#) - Two verification codes have been corrected.
14. [FSC 11600](#) - This policy has been revised to reflect the new policy for assigning 24-month certification periods to households with aged/disabled members and minor dependent children age 15 or younger.
15. [FSC 11630](#) - A reference to FSC 11660 has been added to this section.
16. [FSC 11660](#) - This is a new section. It contains the instructions for shortening certification periods on 24-month certifications.
17. [FSC 13300](#) - The note that refers to restoring aged EBT benefits has been removed.
18. FSC 13311 - This policy section, which provided instructions for restoring aged benefits, has been **deleted**.
19. [FSC 13320](#) - The exception, which dealt with offsets of aged benefits, has been removed.
20. [FSC 14400](#) - A statement has been added to clarify that stolen food stamp EBT benefits are not replaced. The policy has been rewritten to clarify the procedures for reporting a stolen food stamp EBT card.
21. [FSC 15800](#) - The instructions for accepting EBT benefits on an overpayment have been updated. Instructions for applying expunged benefits to an overpayment have been added.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 04-08

Food Stamp Certification Manual

Issuance Date: 08-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Categorical Eligibility and Fraud Penalties

Pages to be Deleted:	Pages to be Added:
Front 1851 to 1852	1851 to 1852
Back 1852 to 1920	1852 to 1920
Front 1920 to 1920	1920 to 1920.2
Back 1920 to 1923	1920.2 to 1921
Front 1924 to 1924	1922 to 1924
Back 1925 to 1930	1925 to 1930
Front 5408 to 5409	5408 to 5409
Back 5409 to 5410	5409 to 5410
Front 5410 to 5411	5410 to 5411
Back 5411 to 5412	5411 to 5412
Front 16790 to 16800	16790 to 16800
Back 16800 to 16810	16800 to 16810
Front 16820 to 16840	16820 to 16840
Back 16840 to 16910	16840 to 16920

Pages to be Deleted:	Pages to be Added:
Front 16920 to 16920	None
Back None	None
Form DCO-19 (rev. 09/03)	Form DCO-19 (rev. 08/04)

Summary of Changes:

1. [FSC 1852](#) - This section has been updated with the correct slot numbers for the Central Office Food Stamp Section.
2. [FSC 1910](#) - This section has been updated to agree with the current policy at FSC 8720.
3. [FSC 1920](#) - This policy has been revised so that a household may not be classified as a categorically eligible household if a household member has been disqualified for an IPV or has been convicted for a drug-related felony. Also, language has been added to clarify that ineligible household members will not be included as eligible household members just because the household is categorically eligible.
4. [FSC 1920.1](#) - This is a new section. It provides instructions for classifying households as categorically eligible due to receipt of SSI benefits.
5. [FSC 1920.2](#) - This is a new section. It provides instructions for classifying households as categorically eligible due to receipt of TEA benefits.
6. [FSC 1923](#) - This section has been updated to reflect the new categorical eligibility guidelines.
7. [FSC 1924](#) - This section has been updated to reflect the new categorical eligibility guidelines. In the last paragraph, information has been added to clarify when a manual approval notice must be issued.
8. [FSC 5408](#) - This section has been updated to reflect current policy since educational loans are now excluded as income.
9. [FSC 5410](#) - This section has been revised to clarify the procedures for determining income when food stamp overpayments are recouped from other federal benefits under the Treasury Offset Program (TOP).
10. [FSC 16800](#) - The penalty for trading food stamp benefits for a controlled substance has been changed to 24 months for the first violation and permanently for the second violation. Also, additional information has been added to clarify when a penalty must be imposed for an intentional program violation.
11. [FSC 16840](#) - This policy has been updated with the new guidelines for disqualifying household members found guilty of trading food stamp benefits for controlled substances.
12. [DCO-19](#) - This form has been revised to reflect the new penalties for trading food stamp benefits for controlled substances. It is available on DHS GOLD.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 04-13

Food Stamp Certification Manual

Issuance Date: 10-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: New SAVE Procedures & Individual Development Accounts

Pages to be Deleted:	Pages to be Added:
Front 1621.3.1 to 1621.3.1 Back None	1621.3.1 to 1621.3.1 1621.3.1 to 1621.3.2
Front 1621.3.1 to 1621.3.3 Back 1621.3.2 to 1621.3.2	1621.3.2 to 1621.3.2 1621.3.2 to 1621.3.3
Front 1621.3.2 to 1621.3.3 Back 1621.3.3 to 1621.4	1621.3.3 to 1621.4 1621.4 to 1621.4
Front 1621.4 to 1621.4 Back 1621.4 to 1621.4	1621.4 to 1621.4 1621.4 to 1621.4
Front 1621.4 to 1621.4 Back 1621.4 to 1621.5.1	1621.4 to 1621.5 1621.5 to 1621.5.2
Front 1621.5.1 to 1621.5.3 Back 1621.5.3 to 1621.6	1621.5.2 to 1621.6 1621.6 to 1621.7
Front 1621.6 to 1621.7 Back 1621.7 to 1621.7.1	1621.7 to 1621.7.1 None
Front 1621.8, Page 1 Back 1621.8, Page 2	1621.8, Page 1 1621.8, Page 2

Pages to be Deleted:	Pages to be Added:
Front 1621.8, Page 3 Back 1621.8, Page 4	1621.8, Page 3 1621.8, Page 4
Front 1621.8, Page 5 Back 1621.8, Page 6	1621.8, Page 5 1621.8, Page 6
Front None Back None	1621.8, Page 7
Front 4450 to 4450 Back 4450 to 4450	4450 to 4450 4450 to 4450
Front 4450 to 4450 Back 4450 to 4450	4450 to 4450 4450 to 4450
Front 4460 to 4460 Back 4470 to 4510	4460 to 4460 4460 to 4460
Front None Back None	4470 to 4510 None
Front 5405 to 5405 Back 5405 to 5405	5405 to 5405 5405 to 5405
Front 5405 to 5405 Back 5405 to 5405	5405 to 5405 5405 to 5405
Front 5405 to 5405 Back 5405 to 5405	5405 to 5405 5405 to 5405
Front 5412 to 5413 Back 5413 to 5413.1	5412 to 5413 5413 to 5413.1
Front 5414 to 5415 Back 5416 to 5500	5413.2 to 5413.2 5414 to 5415
Front None Back None	5416 to 5500 None

Pages to be Deleted:	Pages to be Added:
Front 14121 to 14130	14121 to 14130
Back 14132 to 14132	14132 to 14132

Summary of Changes:

1. [FSC 1621.3.1](#) – Instructions for manually sending a Verification Request to FNS have been removed.
2. [FSC 1621.4](#) – The instructions for using the SAVE system have been updated.
3. [FSC 1621.5](#) – The instructions for using the SAVE system have been updated.
4. FSC 1621.5.1 – The information in this section was outdated. The section was **deleted**.
5. [FSC 1621.5.2](#) – The instructions for using the SAVE system have been updated.
6. FSC 1621.5.3 – The information in this section was outdated. The section was **deleted**.
7. [FSC 1621.5.4](#) – The instructions for using the SAVE system have been updated.
8. [FSC 1621.8](#) – Separated the description of the provisions that apply to “paroled into the United States” and “removal withheld” into separate items on the chart. Per FSC 1621.2, an alien with the status “removal or deportation withheld” is eligible to participate for up to seven years from the date of admission but an alien with the status “paroled into the United States” is not eligible to participate unless they meet one of the stated criteria.
9. [FSC 4450](#) – This section has been updated to include references to the policy governing individual retirement accounts (IDAs).
10. [FSC 4460](#) – Information about the exclusion of various IDAs has been added to this section.
11. [FSC 5405](#) – This section has been updated to include references to the policy governing IDAs.
12. [FSC 5413.2](#) – This is a new section. It contains an explanation of income exclusions related to IDAs.
13. [FSC 14131](#) – This section has been updated to clarify the procedures for authorizing the replacement of food purchased with food stamp benefits and then lost in a household misfortune.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 05-03

Food Stamp Certification Manual

Issuance Date: 06-01-2005

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Corrections and Clarifications

Pages to be Deleted:	Pages to be Added:
Front 300 to 311 Back 312 to 314	300 to 311 312 to 314
Front 314 to 317 Back 317 to 410	314 to 317 317 to 410
Front 420 to 430 Back 500 to 530	420 to 420 420 to 420
Front None Back None	420 to 420 500 to 530
Front 1600 to 1620 Back 1621 to 1621	1600 to 1620 1621 to 1621
Front 1621 to 1621 Back 1621.1 to 1621.1.1	1621 to 1621 1621.1 to 1621.1.1
Front 1621.3.3 to 1621.4 Back 1621.4 to 1621.4	1621.3.3 to 1621.4 1621.4 to 1621.4
Front None Back None	1621.4 to 1621.4 None

Pages to be Deleted:	Pages to be Added:
Front 1621.8, Page 7 Back None	1621.8, Page 7
Front 1920 to 1920.2 Back 1920.2 to 1921	1920 to 1920.2 1920.2 to 1921
Front 5405 to 5405 Back 5405 to 5405	5405 to 5405 5405 to 5405
Front 5405 to 5405 Back 5405 to 5405	5405 to 5405 5405 to 5405
Front 5405 to 5405 Back 5405 to 5405	5405 to 5405 5405 to 5405
Front 5412 to 5413 Back 5413 to 5413.1	5412 to 5413 5413 to 5413.1
Front 5501 to 5503 Back 5504 to 5506	5501 to 5503 5504 to 5506
Front 5507 to 5509 Back 5511 to 5512.1	5507 to 5509 5511 to 5512.1
Front 5701.1 to 5701.3 Back 5702 to 5704	5701.1 to 5701.3 5702 to 5704
Front 5704.1 to 5704.3 Back 5704.3 to 5704.4	5704.1 to 5704.3 5704.3 to 5704.4
Front 5704.4 to 5704.4 Back 5704.5 to 5704.7	5704.4 to 5704.4 5704.5 to 5704.7
Front 6510 to 6510 Back 6510 to 6510	6510 to 6510 6510 to 6510
Front 6510 to 6510 Back 6510 to 6510	6510 to 6510 6510 to 6510

Pages to be Deleted:	Pages to be Added:
Front 6511 to 6511 Back 6520 to 6521.1	6511 to 6511 6520 to 6521.1
Front 6521.3 to 6522 Back 6523 to 6524	6521.3 to 6522 6523 to 6524
Front 6524 to 6525 Back 6525 to 6526	6524 to 6524.1 6524.1 to 6524.1
Front 6526 to 6527 Back 6528 to 6528	6524.1 to 6524.1 6524.2 to 6524.2
Front None Back None	6524.2 to 6524.2 6524.3 to 6524.3
Front None Back None	6525 to 6525 6525 to 6525
Front None Back None	6526 to 6527 6527 to 6528
Front 6626.2 to 6627 Back 6627 to 6700	6626.2 to 6627 6627 to 6700
Front 7610 to 7610 Back 7610 to 7610	7610 to 7610 7610 to 7610
Front 8130 to 8130 Back 8131 to 8140	8130 to 8130 8131 to 8131
Front 8140 to 8141 Back 8142 to 8170	8140 to 8140 8141 to 8142
Front None Back None	8142 to 8170
Front 8500 to 8500 Back 8500 to 8503	8500 to 8500 8500 to 8501

Pages to be Deleted:	Pages to be Added:
Front 8503 to 8504 Back 8505 to 8505	8502 to 8503 8503 to 8504
Front None Back None	8505 to 8505 None
Front 9100 to 9200 Back 9200 to 9300	9100 to 9200 9200 to 9300

Summary of Changes:

1. [FSC 311](#) – This section has been updated to reflect the use of the ANSWER Online Policy.
2. [FSC 314](#) – This section has been updated to include the use of the ANSWER narrative tab.
3. [FSC 316](#) – Federal and state audits have been included as a type of review conducted in the county office.
4. [FSC 317](#) – Quarterly report was updated to semi-annual report. A statement was added to clarify that only current, approved forms may be provided to clients during the certification process and all subsequent case actions.
5. [FSC 400](#) – The retention schedule for food stamp records has been changed from three years to five years to comply with State law.
6. [FSC 410](#) – The retention schedule for food stamp records has been changed from three years to five years.
7. [FSC 420](#) – This section has been updated to reflect the case record organization for the six-part folder.
8. FSC 430 – This section was outdated. It has been **deleted**.
9. [FSC 510](#) – This section was updated to reflect the requirement that each DHS county office must maintain at least one “paper” food stamp certification manual for public review during normal working hours.
10. [FSC 520](#) – This section was updated.
11. [FSC 1621](#) – A statement has been added to clarify that citizens of the Federated States of Micronesia (FSM) which includes the Republic of the Marshall Islands and the Republic of Palau are not eligible to receive food stamp benefits.
12. [FSC 1621.1](#) – This section has been changed to reflect the expansion of qualified alien status to the minor children, spouses, and (in some cases) the parents and siblings of victims of severe forms of trafficking.
13. [FSC 1621.3.4](#) – This is a new section. It contains information about the provisions under which a victim of severe forms of trafficking may participate in the Food Stamp Program if he or she is otherwise eligible.

14. [FSC 1621.4](#) – This section has been updated to explain the documentation required for non-citizens who claim to be victims of severe forms of trafficking.
15. [FSC 1621.8](#) – The information about victims of severe forms of trafficking has been updated.
16. [FSC 1920.2](#) – A statement was added to clarify that a household is categorically eligible for the month or months during which the TEA benefits are received. Diversion assistance was added as a type of TEA assistance that confers categorical eligibility for the month of receipt.
17. [FSC 5405](#) – Item 5 has been revised to include information about Disaster Relief Employment funded through national emergency grants. A reference to item 5 was added to item 15.
18. [FSC 5413.1](#) – A reference to FSC 5707 was added to this section.
19. [FSC 5501](#) – Two items have been added to the list of earned income – attendant care payments from an outside source and paid to one household member who is caring for another household member, and dependent care payments from an outside source and paid to a one household member who is providing dependent care for another household member.
20. [FSC 5503](#) – The special instructions for assigning certification periods no longer apply. These instructions have been deleted.
21. [FSC 5512](#) – New instructions have been included for counting attendant care and dependent care funds as wages if they are paid from a source outside the household to a household member who is caring for another household member.
22. [FSC 5701.3](#) – The specific State reimbursement rate has been removed from the policy.
23. [FSC 5704.1](#) – Additional information about when child support refunds are sent to TEA recipients has been added to this section.
24. [FSC 5704.5](#) – A note has been added to this section to clarify that information is no longer provided on OCSE screens that might identify interceptions of IRS refunds.
25. [FSC 6510](#) – The standard costs attributed to the medical expenses of household members who use a Medicare-Approved drug discount card have been added to the list of allowable medical costs.
26. [FSC 6511](#) – Dental services was listed as an allowable medical expense in the list of allowable expenses.
27. [FSC 6524](#) – An explanation about the use of an ANSWER spreadsheet has been added to this section.
28. [FSC 6524.1](#) – This is a new section. It provides information about Medicare-approved drug discount cards and how to offset the savings produced by these cards so that the household's food stamp benefit amount will not be reduced.
29. [FSC 6524.2](#) – This is a new section. It provides instructions for restoring benefits to households that lost benefits as a result of policy instructions initially provided by FNS.
30. [FSC 6524.3](#) – This is a new section. It provides a chart that summarizes the provisions about Medicare-approved drug discount card users.
31. [FSC 6525](#) – This section has been updated to reflect the standard deductions allowed for Medicare-approved drug discount card users.
32. [FSC 6528](#) – An explanation about the use of an ANSWER spreadsheet has been added to this section.

33. [FSC 6627](#) – In the first sentence of the first paragraph, the word “changes” has been corrected to read “charges.”
34. [FSC 7610](#) – Corrections have been made.
35. [FSC 8131](#) – Information has been added to clarify the procedures for holding certain applications until the 30th day of the application process.
36. [FSC 8140](#) – Information about selecting a service county has been added to this section.
37. [FSC 8141](#) – Information has been added about the restrictions that apply to individuals who must be referred to the E&T Program.
38. [FSC 8500](#) – Information has been added to clarify the procedures for holding certain applications until the 30th day of the application process.
39. [FSC 8502](#) – The section has been rewritten.
40. [FSC 8503](#) – Information has been added to clarify the procedures for holding certain applications until the 30th day of the application process.
41. [FSC 8504](#) – Information has been added to clarify that only applications denied for failure to provide information may be reinstated.
42. [FSC 9200](#) – The section has been rewritten. A paragraph has been added to this section to clarify that a household must provide postponed verification or be certified under the regular processing procedures before the household is once again entitled to expedited processing.
43. [FSC 9300](#) – A paragraph has been added to this section to instruct workers to determine if verification was postponed if an expedited applicant most recent food stamp application was approved under the expedited procedures.

Inquiries to:

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MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 05-05

Food Stamp Certification Manual

Issuance Date: 04-01-2005*

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Transfer of Food Stamps Cases in Open Status and Policy Clearance

Pages to be Deleted:	Pages to be Added:
Front None Back None	12211.1 to 12211.1 12211.1 to 12211.1
Front None Back None	12211.1 to 12211.1 None
Front 12241 to 12250 Back 12251 to 12251	12241 to 12242 12251 to 12251
Front 12440 to 12450 Back 12450 to 12450	12440 to 124441 12441 to 12450

Summary of Changes:

1. [FSC 12211.1](#) – This is a new section. It contains instructions for transferring food stamp cases in open status.
2. [FSC 12250](#) – This section was outdated. It was deleted.
3. [FSC 12441](#) – This is a new section. It contains instructions for following up on EBT Out-of State transaction reports handled by field investigators.
4. [FSC 12450](#) – A statement has been added to this section to clarify when a request for contact must be issued and how to handle the food stamp case if a household member has died.

* ANSWER changes were effective 04-11-05.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 05-07

Food Stamp Certification Manual

Issuance Date: 08-01-2005

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: The Social Security Number Requirement

Pages to be Deleted:	Date:	Pages to be Added:	Date:
FSC 2000, Entire Section	Various Dates	FSC 2000, Entire Section	08-01-05

Summary of Changes:

1. The entire policy section has been reformatted and updated. Specific changes are described below.
2. [FSC 2200](#) – The policy has been updated. A statement has been added to clarify that household members can choose to be non-applicants and that non-applicants don't have to furnish social security numbers. Household members who choose to be non-applicants will be disqualified.
3. [FSC 2210](#) – This section has been updated to reflect the procedures used with ANSWER.
4. [FSC 2221](#) – This section has been updated to reflect the procedures used with ANSWER.
5. [FSC 2222](#) – This section has been updated to reflect the procedures used with ANSWER.
6. [FSC 2223](#) – The DHS-645 has been added as a document that may be used to verify that the parents of a newborn child have applied for an SSN for the child.
7. [FSC 2400](#) – This section has been updated to reflect the procedures used with ANSWER.
8. [FSC 2401](#) – This section has been updated to reflect the current procedures used to resolve multiple SSNs.
9. [FSC 2410](#) – This section has been updated to reflect the procedures used with ANSWER.
10. [FSC 2411](#) – This section has been updated to reflect the procedures used with ANSWER. Also, the instructions for closing the case when a household fails to provide the information needed to resolve a mismatch have been removed. (A household member who fails to resolve a mismatch on his or her SSN is disqualified.)

11. [FSC 2500](#) – This section has been updated to reflect the current use of IEVS information.
12. [FSC 2510](#), [FSC 2520](#), [FSC 2530](#), and [FSC 2540](#) – The information in these sections was outdated. It has been removed.
13. [FSC 2600](#) – This section now contains new instructions for using IEVS information for applicants. A DHS county office worker will access ESD and SSA information for selected household members before the application is processed.
14. [FSC 2610](#) – This section now contains instructions for using IEVS information for recipients. This includes accessing IEVS information when the semi-annual report is processed and handling IEVS reports generated on households certified for 12 months or for 24 months.
15. [FSC 2620](#) – This section now contains information about the verification requirements on IEVS matches.
16. [FSC 2700](#) – The information in this section has been updated.
17. FSC 2710, FSC 2710.1, FSC 2710.2, FSC 2720, FSC 2800, FSC 2805, FSC 2810, FSC 2900, FSC 2910, and FSC 2920 – These sections have been **deleted**. The information provided in this policy was either incorporated into other policy sections or deleted because it was outdated.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 05-08

Food Stamp Certification Manual

Issuance Date: 07-01-2005

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Appendix A (List of Forms) and Tables of Contents

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix A	April 2004	Appendix A	July 2005
Tables of Contents	April 2004	Tables of Contents	July 2005

Summary of Changes:

The Appendix A (List of Forms) and the Tables of Contents for the Food Stamp Certification Manual have been updated.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 05-09
IMF 05-08

Food Stamp Certification Manual

Issuance Date: 07-01-2005

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Revised Forms DCO-191,DCO-271, and DCO-285

Pages to be Deleted:	Date:	Pages to be Added:	Date:
DCO-191	07/04	DCO-191	07/05
DCO-271	05/03	DCO-271	07/05
DCO-285	06/03	DCO-285	04/05

Summary of Changes:

DCO-191- Request for Information- Medicaid, Food Stamps and TEA Programs- has been revised to provide space for "other" verification.

DCO-271-Telephone Report Form- has been revised to request information about U.S. Citizenship status and to request information as to whether the household has moved from the county or not.

DCO-285- Food Stamp Semi-Annual Report and Medicaid Renewal Form- has been revised for the following reasons:

1. Reformatted to fit a standard size envelope.
2. Modified the Social Security Number Statement.
3. Made the Verification of Earnings for Semi-Annual Report a separate sheet that will be mailed with the Semi-Annual Form.

These forms are available on DHS Gold.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 06-01

Food Stamp Certification Manual

Issuance Date: 01-01-2006

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Medical Deductions - Medicare Part D

Pages to be Deleted:	Pages to be Added:
Front 6524 to 6525 Back 6524.1 to 6524.1	6524 to 6524.1 6524.1 to 6524.2
Front 6524.1 to 6524.1 Back 6524.2 to 6524.2	6524.2 to 6524.2 6524.3 to 6524.3
Front 6524.2 to 6524.2 Back 6524.3 to 6524.3	None None
Front 6525 to 6525 Back 6525 to 6525	6525 to 6525 6525 to 6525
Front 11550 to 11560 Back 11560 to 11560	11550 to 11560 11561 to 11570
Front 11561 to 11570 Back 11571 to 11571	11571 to 11571 None

Summary of Changes:

1. FSC 6524.1– This section has been re-titled “Medicare-Part D.” It now contains information about Medicare Prescription Drug Plans and how these plans will affect food stamp recipients.
2. FSC 6524.2 – This section has been re-titled “Medicare Approved Drug Discount Cards.” It now contains information about those households that will continue to have coverage under a Medicare-approved drug discount card until May 15, 2006.
3. FSC 6524.3 – The chart in this section has been updated.
4. FSC 6525 – Step 3 was updated to specify that the Medicare Approved Drug Discount card standards may be allowed only if the household’s certification period will begin before May 2006.
5. FSC 11560 – The IEVS procedures have been updated to agree with the current policy in FSC 2000.
6. FSC 11562 – The information in this section was outdated. The section was deleted.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 06-02

Food Stamp Certification Manual

Issuance Date: 02-07-2006

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Appendix D

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	01/15/05	Appendix D	01/01/06

Summary of Changes:

The Appendix D has been updated to provide the maximum SSI payments and Medicare premium effective 01/01/06.

Current SSI Maximum Payments

- SSI Only-Individual will increase to \$603
- SSA/SSI-will increase to \$623
- SSI Only- Individual Reduced will increase to \$402
- SSA/SSI Individual Reduced will increase to \$422

Current Medicare Premium-\$88.50

Inquiries to:

Erica Scott, Food Stamp Section (501) 682-8286, Erica.Scott@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 06-01

Food Stamp Certification Manual

Issuance Date: 01-01-2006

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Recertification Forms

Forms to be Deleted:	Forms to be Added:
None	Application for Recertification (Packet) – DCO-268
None	Notice of Missed Interview – DCO-269
None	Notice of Food Stamp Recertification Appointment – DCO-286

Summary of Changes:

These are new forms.

DCO-268 - To begin the recertification process, a system-generated packet containing and an Application for Recertification (DCO-268) and the notice of expiration will be mailed directly to the household. The recertification packet will also supply the household with the information about their rights and responsibilities and will contain a list of the information the household should submit with the application. If the household wishes to reapply, the DCO-268 must be submitted to the DHHS county office. This form will be available on DHHS GOLD.

DCO-269 - If a household is not available at the appointed time for the telephone interview or doesn't appear for an appointment for a recertification interview, the DHHS county office worker will issue a

Notice of Missed Appointment to the household. If the household does not request another appointment for an interview, the Application for Recertification will be denied. This form will be available on DHHS GOLD and through the warehouse after the initial distribution.

DCO -286 – This form will be used to schedule the household’s interview at recertification. It will also be used to request information that was not submitted with the application. This form will be available on DHHS GOLD and through the warehouse.

Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, Larry.Crutchfield@arkansas.gov
Erica Scott, Food Stamp Section (501) 682-8286, Erica.Scott@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 06-05

Food Stamp Certification Manual

Issuance Date: 07-01-2006

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Telephone Interviews at Recertification

Pages to be Deleted:

Pages to be Added:

FSC 10000, Entire Section

FSC 10000, Entire Section

Summary of Changes:

[FSC 10100](#) – A description of the new recertification process has been added.

[FSC 10200](#) – The revised policy explains the use of a recertification packet containing a notice of expiration.

[FSC 10210](#) – The policy has been rewritten to reflect the contents of the recertification packet.

[FSC 10300](#) – The policy has been rewritten to reflect the use of a recertification packet rather than a DCO-239.

[FSC 10310](#) – The policy has been rewritten using the term Application for Recertification.

[FSC 10400](#) – The policy now uses the term Application for Recertification.

[FSC 10500](#) – The policy has been revised to state that no appointment for an interview will be scheduled until the household returns their Application for Recertification.

[FSC 10510](#) – The policy has been revised to provide guidelines for scheduling interviews when a household returns an Application for Recertification.

[FSC 10511](#) – The policy has been revised to provide instructions for conducting telephone interviews at recertification.

[FSC 10520](#) – The policy has been revised to provide a definition of a failure to participate in a telephone interview and instructions for issuing a Notice of Missed Interview.

[FSC 10530](#) – This section (Out-of-Office Interviews) has been deleted.

[FSC 10540](#) – This section (Use of the Rights & Responsibilities Pamphlet) has been deleted.

[FSC 10550](#) – This section has been re-written for clarity.

[FSC 10600](#) – The title of this section was changed for clarity.

[FSC 10610](#) – This section has been revised to reflect the use of a telephone interview.

[FSC 10620](#) – This section has been revised to reflect the use of a telephone interview.

[FSC 10630](#) – This section has been rewritten to clarify when to extend processing time to obtain required verification.

[FSC 10650](#) – The policy has been rewritten to reflect the use of a recertification packet rather than a DCO-239. Also, the instructions for reinstating timely filed applications has been moved to a separate section.

[FSC 10651](#) – This is a new section. It contains instructions for reinstating timely filed applications for recertification.

[FSC 10700](#) – An explanation of the term “processing” has been added to the policy. Also, instructions have been added for accepting Applications for Recertification as a valid application whenever it is submitted.

[FSC 10710](#) – The policy has been rewritten to reflect the use of an Application for Recertification. Also, the instructions for reinstating untimely filed applications have been moved to a separate section.

[FSC 10711](#) – This is a new section. It contains instructions for reinstating untimely filed applications for recertification.

[FSC 10800](#) – Instructions for using a DCO-206 were replaced with instructions for using a DCO-191.

[FSC 10820](#) – This is a new section. It lists forms & notices that may be required to be issued at recertification.

Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, Larry.Crutchfield@arkansas.gov

Erica Scott, Food Stamp Section (501) 682-8286, Erica.Scott@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 06-16

Food Stamp Certification Manual

Issuance Date: 01-01-2007

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Appendix D

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	01/15/06	Appendix D	01/01/07

Summary of Changes:

The Appendix D has been updated to provide the maximum SSI payments and Medicare premium effective 01/01/07.

Current SSI Maximum Payments

- SSI Only-Individual will increase to \$623
- SSA/SSI-will increase to \$643
- SSI Only- Individual Reduced will increase to \$415
- **SSA/SSI Individual Reduced will increase to \$436**

CURRENT MEDICARE PREMIUM - \$93.50

Inquiries to:

Erica Scott, Food Stamp Section (501) 682-8286, Erica.Scott@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 07-01

Food Stamp Certification Manual

Issuance Date: 01-01-2007

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Corrections and Clarifications

Pages to be Deleted:	Pages to be Added:
Front 530 to 540	530 to 540
Back 600 to 600	600 to 600
Front 600 to 700	600 to 700
Back 710 to 721	710 to 721
Front 721 to 722	721 to 722
Back 730 to 740	730 to 740
Front 970 to 980	970 to 980
Back 980 to 981.1	980 to 981
Front 981.2 to 981.5	981 to 981
Back 981.5 to 981.5	981.1 to 981.3
Front None	981.4 to 981.5
Back None	981.5 to 981.5
Front 1622.9 to 1622.20	1622.9 to 1622.20
Back 1622.20 to 1622.20	1622.20 to 1622.20

Pages to be Deleted:	Pages to be Added:
Front None	1622.20 to 1622.20
Back None	None
Front 1730 to 1730	1730 to 1730
Back 1730 to 1800	1730 to 1800
Front 1800 to 1820	1800 to 1810
Back 1821 to 1821.1	1820 to 1820
Front None	1821 to 1821.1
Back None	None
Front 4450 to 4450	4450 to 4450
Back 4450 to 4450	4450 to 4450
Front 4450 to 4450	4450 to 4450
Back 4450 to 4450	4450 to 4450
Front 4800 to 4810	4800 to 4810
Back 4810 to 4840	4810 to 4840
Front 4840 to 4840	4840 to 4840
Back 4840 to 4850	4840 to 4850
Front 4850 to 4851	4850 to 4851
Back 4851 to 4851	4851 to 4851
Front 4851 to 4860	4851 to 4860
Back 4860 to 4860	4860 to 4860
Front 4870 to 4870	4870 to 4870
Back 4900 to 4930	4900 to 4930
Front 5405 to 5405	5405 to 5405

Pages to be Deleted:	Pages to be Added:
Back 5405 to 5405	5405 to 5405
Front 5405 to 5405	5405 to 5405
Back 5405 to 5405	5405 to 5405
Front 5405 to 5405	5405 to 5405
Back 5405 to 5405	5405 to 5405
Front 14330 to 14340	14330 to 14340
Back 14350 to 14350	14350 to 14350
Front 14350 to 14350	14350 to 14350
Back 14360 to 14400	14350 to 14350
Front None	14360 to 14400
Back None	None
Front 15620 to 15700	15620 to 15700
Back 15700 to 15800	15700 to 15800
Front 15800 to 15800	15800 to 15800
Back None	None
Front 15810 to 15930	15810 to 15930
Back 15930 to 15940	15930 to 15940

Summary of Changes:

1. [FSC 600](#), 710, 720, & 722 – Addresses and telephone numbers have been updated in this section of policy. Also, the Department of Human Services has been changed to the Department of Health & Human Services and DHS has been changed to DHHS.
2. [FSC 980](#) – The Department of Human Services has been changed to the Department of Health & Human Services and DHS has been changed to DHHS. There are no other changes.
3. [FSC 981](#) – The policy has been revised to reflect new criteria for establishing whether residents of a treatment center may participate in the Food Stamp Program.

4. [FSC 981.2 & 981.4](#) – The Department of Human Services has been changed to the Department of Health & Human Services and DHS has been changed to DHHS. There are no other changes.
5. [FSC 981.5](#) – The policy has been revised to reflect new criteria for establishing whether residents of a treatment center may participate in the Food Stamp Program.
6. [FSC 1622.20](#) – Instructions for verification of drug-related felony convictions has been added to this section. The disqualification chart has been updated.
7. [FSC 1800](#) – Item 1 has been revised to remove references to any particular law.
8. [FSC 1810](#) – This section has been revised to remove references to any particular law.
9. [FSC 1820](#) – The policy has been revised to reflect new criteria for establishing whether residents of a treatment center may participate in the Food Stamp Program.
10. [FSC 1821.1](#) – DHS has been changed to DHHS. There are no other changes.
11. [FSC 4450](#) – Item 8 has been revised to clarify that Disaster Unemployment Assistance is excluded as a resource.
12. [FSC 4840](#) – A statement has been added to the beginning of the policy to clarify that at least one vehicle will be excluded for all food stamp households.
13. [FSC 4850](#) – The policy header has been revised to clarify that this policy section applies to non-excluded vehicles.
14. [FSC 4851](#) – This section has been revised to reflect a boarder use of the designated web-sites to determine the fair market value of non-excluded vehicles.
15. [FSC 4870](#) – The “NOTE” has been removed from this chart since the procedures in the chart apply at all case actions.
16. [FSC 5405](#) – Information about disaster relief employment was moved from item 4 – to item 17. Item 15 now provides information about excluding FEMA funds as income. Item 16 now provides information disaster unemployment assistance as income. Item 17 now provides information about excluding disaster relief employment as income. The numbering has been adjusted for items 18 to 28.
17. [FSC 14340](#) – The food stamp EBT availability dates have been corrected to agree with the current schedule.
18. [FSC 14350](#) – The new instructions for cancellation of food stamp EBT benefits after extract have been included in this section.
19. [FSC 15630](#) – DHS has been changed to DHHS. There are no other changes.
20. [FSC 15800](#) – A statement has been added to Step 2 to clarify that completed DCO-273s are sent directly to the Overpayments Unit.
21. [FSC 15810](#), [15900](#), [15930](#), and [15940](#) – The Department of Human Services has been changed to the Department of Health & Human Services and DHS has been changed to DHHS. There are no other changes.

Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, Larry.Crutchfield@arkansas.gov
Erica Scott, Food Stamp Section (501) 682-8286, Erica.Scott@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 07-03

Food Stamp Certification Manual

Issuance Date: 04-01-2007

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Racial/Ethnic Data Collection

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Front 721-722	09-01-94	Front 721-722	09-01-94
Back 730-740	09-01-94	Back 730-740	04-01-07

Summary of Changes:

[FSC 740](#) has been updated to reflect new reporting categories based upon the requirement to collect racial/ethnic data for reporting on the FNS-101. This rule change is effective April 1, 2007.

Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, Larry.Crutchfield@arkansas.gov
Erica Scott, Food Stamp Section (501) 682-8286, Erica.Scott@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 08-01

Food Stamp Certification Manual

Issuance Date: 01-01-2008

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Appendix D

Summary of Changes:

The Appendix D has been updated to provide the maximum SSI payments and Medicare premium effective 01/01/08.

Current SSI Maximum Payments

- SSI Only-Individual will increase to \$637.
- SSA/SSI-will increase to \$956.
- SSI Only-Individual Reduced will increase to \$424.
- SSA/SSI Individual Reduced will increase to \$444.

CURRENT MEDICARE PREMIUM - \$96.40

Inquiries to:

Larry Crutchfeld, Food Stamp Section, 501-682-8283, Larry.Crutchfeld@arkansas.gov

Yolanda Geary, Food Stamp Section, (501) 682-8284, Yolanda.Geary@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Issuance Number: FSC 08-03

Food Stamp Certification Manual

Issuance Date: 05-06-2008

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Social Security Enumeration Requirement

Pages to be Deleted:	Date:	Pages to be Added:	Date:
FSC 2100 – 2700	8/01/05	FSC 2100 – 2700	5/1/08
			8/1/05

Summary of Changes:

The TEA, Medicaid and Food Stamp program policies have been updated to incorporate the current policy and procedures for meeting the SSN Enumeration requirement and resolving mismatches. There are no significant changes in the policy relating to an individual meeting the enumeration requirement. Please note that Social Security policy regarding the age at which an individual who is applying for an SSN must apply in person has been reduced from age 18 to age 12.

The procedures for resolving mismatches have been updated to reflect ANSWER processes, the new mismatch reports through ANSWER, and the current monitoring procedures. There are specific situations described within these procedures that the worker should request assistance from ANSWER System Support to resolve a mismatch. These situations are limited at this time to those in which SSA information is different from ours and the worker has been unable to resolve the mismatch. It does not include situations involving non-qualified or undocumented aliens.

Specific procedures have been added regarding undocumented aliens. In cases in which an undocumented alien must be added to the system, a pseudo SSN will always be assigned even if the alien reports having an SSN. SSA does not issue SSNs to undocumented aliens. Therefore, whenever it is established that an alien is undocumented and is entered to ANSWER as such, a pseudo number will be assigned. If an undocumented alien currently has an SSN keyed to the Profile Tab, the worker will

assign a pseudo number when processing the mismatch reports. The procedures outlined in the ANSWER Desk Guide for changing an SSN to a pseudo will be followed. Since these will continue to mismatch as pseudo numbers, we are in the process of developing a separate mismatch report listing these individuals. In addition to having a pseudo number, it will be based on the alien status shown in ANSWER. Therefore, it is important that the status is shown correctly.

Inquiries to:

Larry Crutchfeld, Food Stamp Section, 501-682-8283, larry.crutchfeld@arkansas.gov
Yolanda Geary, Food Stamp Section, (501) 682-8284, Yolanda.Geary@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 08-08

Food Stamp Certification Manual

Issuance Date: 10-01-2008

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Revised FSC 1622-1623.1

Pages to be Deleted:	Date:	Pages to be Added:	Date:
FSC 1622.9 - 622.20	10/01/00	1622.9 - 1622.20	10/01/08
FSC 1622.20 - 1622.20	01/01/07	1622.20 - 1622.20	10/01/08

Summary of Changes:

[FSC 1622.10](#) has been revised to provide clarification of fleeing felon policy. The Drug Conviction Chart included in this issuance has been revised to add the following drug offenses:

- Delivery of counterfeit substance
- Trafficking a controlled substance
- Conspiracy to import controlled substance

NOTE: Until further notice, all felony drug convictions regarding the “intent” to manufacture or deliver should be sent to the Office of Program Planning and Development to obtain a legal opinion from the Office of Chief Counsel. The requests may be sent via mail to Slot S-335, or via fax to 501-682-1469, Attn: Food Stamp (SNAP) Policy Unit.

Inquiries to:

Larry Crutchfeld, Food Stamp Section, 501-682-8283, larry.crutchfeld@arkansas.gov
Yolanda Geary, Food Stamp Section, (501) 682-8284, Yolanda.Geary@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 08-09

Food Stamp Certification Manual

Issuance Date: 10-01-2008

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Revised Policy - Dependent Child Care Deduction & Appendix B

Pages to be Deleted:	Date:	Pages to be Added:	Date:
FSC 6210 - 6400	06/01/01	FSC 6210 - 6400	10/01/08
FSC 6410 - 6500	06/01/01	FSC 6410 - 6500	10/01/08
FSC 7730 - 7730	11/01/02	FSC 7730 - 7730	10/01/08
FSC 10540 - 10620	01/01/96	FSC 10540 - 10620	10/01/08
FSC 11400 - 11420	09/01/99	FSC 11400 - 11420	10/01/08
FSC 11420 - 11460	10/01/03	FSC 11420 - 11460	10/01/08
FSC 11460 - 11510	10/01/03	FSC 11460 - 11510	10/01/08
FSC 11510 - 11520	12/01/03	FSC 11510 - 11520	10/01/08
FSC 11540 - 11570	10/01/03	FSC 11540 - 11570	10/01/08
FSC 11580 - 11600	06/01/04	FSC 11580 - 11600	10/01/08
Appendix B – Food Stamp Glossary		Appendix B – Food Stamp Glossary	

Summary of Changes:

[FSC 6400](#) The Dependent Care Deduction has been revised to remove the Dependent Care Deduction cap.

[FSC 6410](#) Documentation and Verification of Dependent Care Costs has been revised to include new verification procedures for Dependent Care.

[FSC 7730](#) Earned and Unearned Income/Dependent Care & Excess Shelter has been revised to show total dependent care deduction and current pretest income used in the budgeting example.

[FSC 10550](#) Verification at Recertification has been revised to explain new verification requirements for the Dependent Care Deduction.

[FSC 11420](#) Verification for Occasional Reporters has been revised to include dependent care in explanation for deduction change.

[FSC 11460](#) Summary Chart for Occasional Reporters has been revised to include new code "VC-This information must be verified when the amount paid or caretaker/provider changes."

[FSC 11550](#) Verification to be Submitted with Semi-Annual Report Form has been revised to include new verification requirements for household reporting dependent care costs.

The definition, [Documentary Evidence](#) in Appendix B, has been revised to include dependent care costs in the definition.

The definition, [Verification](#) in Appendix B, has been revised to include dependent care costs in establishing the validity of information provided by the household.

Form [DCO-71 Child Care Verification](#) has been revised and is available on DHS SHARE.

Inquiries to:

Larry Crutchfeld, Food Stamp Section, 501-682-8283, larry.crutchfeld@arkansas.gov
Yolanda Geary, Food Stamp Section, (501) 682-8284, Yolanda.Geary@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 08-13

Food Stamp Certification Manual

Issuance Date: 10-01-2008

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Revised Policy-Excluded Resources

Pages to be Deleted:	Date:	Pages to be Added:	Date:
FSC 4410 - 4430	07/01/02	FSC 4410 - 4430	10/01/08
FSC 4620 - 4651	07/01/02	FSC 4620 - 4651	10/01/08

Summary of Changes:

[FSC 4420](#), Household and Personal Goods/Life Insurance/Pension Funds, #6 has been deleted. These resources are totally disregarded and incorporated as a disregard in a new section [FSC 4421](#). The policy note to count interest income from retirement accounts has been deleted from [FSC 4420](#).

[FSC 4421](#), Pension or Retirement Funds, is a new section added to include retirement accounts as excluded resources. A chart identifying tax-preferred and employer sponsored accounts that are disregarded has also been added.

[FSC 4460](#), Other Excluded Resources, has been revised to include educational accounts as an excluded resource.

FSC 4630, Individual Retirement Accounts (IRA), has been deleted because this type of account as of October 1, 2008 is an excluded resource.

FSC 4640, Keogh Plans, has been deleted because this type of account as of October 1, 2008 is an excluded resource.

Inquiries to:

Larry Crutchfeld, Food Stamp Section, 501-682-8283, larry.crutchfeld@arkansas.gov

Yolanda Geary, Food Stamp Section, (501) 682-8284, Yolanda.Geary@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 09-01

Food Stamp Certification Manual

Issuance Date: 02-06-2009

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Revised FSC 8500 - 8505

Pages to be Deleted:	Date:	Pages to be Added:	Date:
FSC 8500-8505	06/01/05	FSC 8500-8505	02/06/09

Summary of Changes:

FSC 8501 section updated to include examples for waiving face-to-face interview when the household requests a telephone interview because of a hardship.

FSC 8501.1 section added to provide guidance for handling the Notice of Missed Appointment (DCO-269).

Inquiries to:

Larry Crutchfeld, Food Stamp Section, 501-682-8283, larry.crutchfeld@arkansas.gov

Yolanda Geary, Food Stamp Section, (501) 682-8284, Yolanda.Geary@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 09-05

SNAP Certification Manual

Issuance Date: 04-01-2009

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: *Revised* FSC 10520: Failure to Attend Scheduled Interview

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Front 10510 – 10511	06-01-01	Front 10510 – 10511	06-01-01
Back 10511 – 10520	07-01-06	Back 10511 – 10511	07-01-06
		Front 10520 – 10520	03-01-09
		Back	Blank
Front 10520 – 10550	06-01-01	Front 10520 – 10550	06-01-01
Back 10560 – 10610	07-01-06	Back 10560 – 10610	07-01-06

Summary of Changes:

[FSC 10520](#) has been revised to include the deadline for mailing a Notice of Missed Appointment (DCO-269) following a missed scheduled interview according to updated Federal regulations.

Inquiries to:

Carol Tabron, Supplemental Nutrition Assistance Program Section, 501-682-8284,
Carol.Tabron@arkansas.gov

Yolanda Geary, Food Stamp Section, (501) 682-8284, Yolanda.Geary@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 09-09

SNAP Certification Manual

Issuance Date: 07-20-2009

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: REVISED FSC 1622-1623.1

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Front 1622.9 to 1622.20	10-01-08	Front 1622.9 to 1622.20	07-01-09
Back 1622.20 to 1622.20	10-01-08	Back 1622.20 to 1622.20	07-01-09

Summary of Changes:

[FSC 1622.20](#) the Drug Conviction Chart included in this issuance has been reorganized and revised to include the following:

- Possession of a controlled substance with intent to deliver or distribute
- Possession of a counterfeit substance with intent to deliver, manufacture, or distribute
- Attempted possession of paraphernalia to manufacture a controlled substance
- Attempted possession with intent to manufacture a controlled substance
- Criminal attempt to manufacture or Attempt to manufacture or Conspiracy to manufacture
- Delivery or distribution of a controlled substance
- Trafficking a controlled substance
- Conspiracy to import, deliver, or distribute controlled substance

NOTE: Felony drug convictions regarding the “intent” to manufacture or deliver no longer have to automatically be sent to SNAP Policy Section in order to be forwarded to Office of Chief Counsel because these offenses are now included in the chart in FSC 1622.10.

Inquiries to:

Carol Tabron, Supplemental Nutrition Assistance Program Section, 501-682-8284,
Carol.Tabron@arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, 501-682-8286,
Yolanda.Geary@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: FSC 10-02

SNAP Certification Manual

Issuance Date: 04-01-2010

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: REVISED FSC 1622.2 - 1622.2

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Front 1622.2 to 1622.2	12-01-00	Front 1622.2 to 1622.2	04-01-10
Back 1622.2 to 1622.2	12-01-00	Back 1622.2 to 1622.2	04-01-10

Summary of Changes:

[FSC 1622.2](#) the Student Criteria included in this issuance was revised to allow averaging of student work hours when determining student eligibility.

Inquiries to:

Carol Tabron, Supplemental Nutrition Assistance Program Section, 501-682-8284,

Carol.Tabron@arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, 501-682-8286,

Yolanda.Geary@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number SNAP 11-15

SNAP Certification Manual

Issuance Date:10-01-2011

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP Regular Basis of Issuance

Pages to be Deleted Dated

Pages to be Added Dated

Appendix D October 01, 2010

Appendix D October 01, 2011

Issuance Chart October 01, 2010

Issuance Chart October 01, 2011

SUMMARY OF CHANGES

*This is a revised version to replace previously issued FSC 11-15. The information has not changed only the formatting of the page.

Effective October 1, 2011 maximum SNAP benefit amounts will remain the same. The income levels have increased. The 2011 Desk Guide will be lavender.

Budget deductions will change as listed below:

- Standard deduction will **increase** from **\$142 to \$147** for household sizes 1, 2, and 3.

Household size 4 will **increase** from **\$153 to \$155**.

Household size 5 will **increase** from **\$179 to \$181**.

Household size 6 and up will **increase** from **\$205 to \$208**.
- Maximum excess shelter deduction will **increase** from **\$458 to \$ 459**.
Aged/Disabled households have no excess shelter deduction limit.
- Standard utility allowance will **remain \$271**.
- An optional **medical standard deduction of \$138.00** per household will be introduced effective **November 01, 2011**. This will be addressed in a separate transmittal.

Inquiries to: Curtisteen Brooks, SNAP, curtisteen.brooks@arkansas.gov, (501) 682 -8285

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy

Issuance Number: SNAP 11-20

SNAP Certification Manual

Issuance Date: 10-01-2011

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Increase in Resource Limit for Aged Households and/or Households Containing Individuals with Disabilities

Pages to be Deleted:	Date:	Pages to be Added:	Date:
SNAP 1621.7.4-1621.7.4	04/01/03	SNAP 1621.7.4-1621.7.4	10/01/11
SNAP 1623.2-1623.2	11/01/02	SNAP 1623.2-1623.2	10/01/11
SNAP 4300-4300	01/01/03	SNAP 4300-4300	10/01/11
SNAP 7430-7430	11/01/02	SNAP 7430-7430	10/01/11
SNAP 7431-7431	10/01/03	SNAP 7431-7431	10/01/11
SNAP 9445-9445	10/01/97	SNAP 9445-9445	10/01/11
SNAP 12232-12233	10/01/03	SNAP 12232-12233	10/01/11
Appendix B-Glossary Aged/Disabled Household	11/01/02	Appendix B-Glossary Aged/Disabled Household	10/01/11

Summary of Changes:

The resource limit for households containing aged persons (age 60+) and/or individuals with disabilities has increased from \$3000, to \$3,250, effective October 1, 2011. The sections listed above have been changed to reflect the increase.

Inquiries to:

Yolanda Geary, SNAP Section, (501) 682-8284, Yolanda.Geary@arkansas.gov

Carol Tabron, SNAP Section, 501-682-8284, Carol.Tabron@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Manual Transmittal

Issuance Number: SNAP 11-22

SNAP Certification Manual

Issuance Date:11-14-2011

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Odd Job Income/Expense Record

Pages to be Deleted:	Date:	Pages to be Added:	Date:
None		DCO-96	11-14-11

Form DCO-96 may be used to record daily income and expenses for calculating income from odd jobs. It may also be used to obtain the information concerning self-employment enterprises that have been in business for less than one year or have not filed income taxes.

Form DCO-96 is available on DHS Share.

Inquiries to:

SNAP Unit, (501)682-8286

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy

Issuance Number: SNAP 11-26

SNAP Certification Manual

Issuance Date:10-05-2011

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP 6000 Update and Adding the Medical Standard Deduction

Pages to be Deleted:	Date:	Pages to be Added:	Date:
SNAP 6100-6800	Various Dates	SNAP 6100-6800	11/01/11

*** 47 pages to be added and deleted**

Summary of Changes

SNAP 6520 has been revised to include a new Standard Medical Deduction option for households that are eligible to claim medical expenses. Effective with November 2011 benefits, SNAP households containing an individual with a disability or an aged (age 60+) member will be eligible to receive a standard medical deduction. The standard of \$138.00 can be selected in ANSWER when a household verifies that it has at least \$35.01 in allowable medical expenses. Qualifying SNAP households will be given a standard deduction unless their actual medical expenses exceed \$138.00. If actual medical expenses exceed \$138.00, the household will be allowed to choose between actual and the standard. The medical standard is a household standard, not an individual standard. Implementation procedures are provided below.

In addition, SNAP 6000 has been updated to correct grammar, spelling, usage, and consistency issues, obsolete references. Outdated policy has been deleted as well. Some of the deletions include Medicare Prescription policy and references to the ANSWER spreadsheet for drug costs. Case record filing instructions have been updated to include the document imaging procedures when documenting verification of allowable deductions.

Procedures for Implementing the Standard Medical Deduction

A. Initial Applications in October

Any initial application processed by October 15th must **not** include the medical standard. October applications processed after the 15th that include aggregate benefits for November must include the appropriate medical deduction for the household for the November benefit. This will ensure the household receives the accurate benefits and medical deduction for November and ongoing.

The first benefit month ANSWER will allow the medical standard is November 2011. Therefore, if the client claims the standard for ongoing benefits (November and later), the county must submit a November budget.

B. Semi-Annual Reports

The initial month for the implementation of the medical standard for semi-annual households will be November. For SARs received in October to be processed for November, the standard medical deduction can be assigned. The household may be given the standard if they have at least \$35.01 in eligible medical expenses and electing it does not result in a benefit decrease.

C. Annual Reviews

Annual Reviews (formerly Midpoints) will be processed by the Access Arkansas Processing Center beginning in October 2011. The new DCO-811 will be used to determine continued eligibility and the medical standard option is included on the form.

D. Recertifications

A caseworker will explain the medical standard and offer the deduction during the recertification process if it has been previously verified that they have at least \$35.01 in eligible medical expenses. The worker must discuss both options with the household in order to determine which deduction would be more beneficial to the household.

E. ANSWER Keying

The Standard Medical Deduction has been added to ANSWER with an 11/01/11 effective date. Please follow the procedures below to ensure SNAP households that are eligible for the Standard Medical Deduction receive the correct medical deduction.

For actions which will result in an extract of benefits prior to 11/01/11 (initial applications, untimely recertifications, reinstatements, etc.) and if the household will be eligible for the Standard Medical Deduction beginning in November, the worker must submit a budget month that is prior to November 2011 in order to authorize benefits for October. **However,**

the caseworker must also ensure that a November 2011 budget is submitted after October's benefits have extracted but prior to 11/01/11 in order for the Standard Medical Deduction to be included in the November benefit amount.

When keying the **standard medical deduction** in ANSWER, caseworkers will be able to select "**Standard Medical Deduction**" on the Member Expenses tab. When keying the verified medical expense, key medical costs for each eligible member who incurs the expense. If the total medical expenses exceed \$35.01, enter the standard medical deduction on only one eligible member's expense tab. ANSWER will process only one **standard medical deduction** per household.

Example 1: *This example explains how to add the medical deduction for ongoing months when the case is approved before November 1, 2011.*

John Q. Public - Mr. Public submits an initial SNAP application on 10/3/11. His monthly prescription cost of \$60.00 has been verified by the worker and the application is ready to be approved on 10/07/11. Since his monthly medical expense exceeds \$35.00, he will be eligible for the Standard Medical Deduction beginning 11/11. The caseworker will enter his \$60.00 prescription cost in the expense tab with a 10/1/11 date and will also enter the expense type of Standard Medical Deduction with a begin date of 11/1/11. A budget for 10/11 will be run and submitted for approval. After the benefits have extracted, a new budget for 11/11 will be run and submitted on or before 10/31/11 in order to authorize the correct benefits for November.

Example 2: *This example explains how to add the medical deduction for ongoing months when the application is approved including aggregate benefits.*

Mary S. Customer - Ms. Customer submits an initial SNAP application on 10/17/11. Her household includes herself and her disabled husband. She verifies her monthly Health Insurance Premium cost of \$115.00 and her husband's monthly prescription cost of \$10.00 for a total household medical expense of \$125.00. The worker is ready to approve the application on 10/21/11. Since the household's total medical expenses exceed \$35.00, they are eligible for the Standard Medical Deduction beginning 11/11. The caseworker will enter each member's medical expense on their respective expense tabs with a 10/1/11 date and will also enter the expense type of Standard Medical Deduction on one of the member's expense tabs with a begin date of 11/1/11. Budgets for both 10/11 and 11/11 will be run but the 10/11 budget will be submitted for approval. On the WFSM interface, the worker will complete the retro section for 11/01/11-11/30/11 with the benefit amount shown in the 11/11 budget. This will ensure the household will receive the correct benefits for both the current month and future month. After the benefits have extracted the worker will submit the 11/11 budget in order to ensure the correct benefits for 12/11 and continuing will be authorized.

Example 3: *This example explains how to add the medical deduction for ongoing months when the application is approved including retro benefits.*

Billy R. Client - Mr. Client submits an initial SNAP application on 10/18/11. He has verified his monthly prescription cost of \$45.00. The worker is ready to approve the application on 11/1/11. Since Mr. Client's total medical expense exceeds \$35.00, he is eligible for the Standard Medical Deduction beginning 11/11. The worker will enter his monthly prescription cost of \$45.00 in the expense tab with a 10/1/11 date and will also enter the Standard Medical Deduction with a begin date of 11/1/11. Budgets for both 10/11 and 11/11 will be run but the 11/11 budget will be submitted for approval. On the WFSM interface, the retro section will be completed for the 10/11 benefits.

For actual medical expenses, use current procedures and continue to list each expense on the eligible member's expense tab. ANSWER will continue to deduct the \$35.

F. Medical Standard vs. Actual Expenses

1. What Hasn't Changed?

- a. Eligibility requirements are the same for both deductions.
- b. Households qualifying for a medical deduction must meet the \$35 threshold.
- c. Medical deductions are per household, not per individual.
- d. Total household medical expenses will be combined to determine eligibility for medical standard or actual expenses.

Example: James has verified medical expenses of \$32. Edna has verified medical expenses of \$31. Together their medical expenses are \$63. They are entitled to the Standard Medical deduction.

- e. There are no new verification requirements for either deduction.

2. What Has Changed?

- a. The medical standard is required when medical expenses are between \$35.01 and \$138.00.
- b. If there is a break in service, medical expenses must be re-verified with the next application.
- c. Households with medical expenses that exceed \$138.00 may choose to claim the medical standard. Case workers must discuss with the household to ensure the household receives the deduction that is most advantageous.

Example: Josie has verified medical expenses of \$180. Because she is over the \$35.01 threshold, she is eligible for the \$138 standard medical deduction BUT it is to her advantage to use actual. However, if she chooses actual, she must verify at each

subsequent case action. She can elect the standard and she doesn't have to verify again as long as there is no break in services.

- d. When reporting a change in medical expenses, households may choose to switch between standard and actual depending on which deduction is most beneficial.

G. Things to Remember

1. One-time medical expenses may qualify a household for the medical standard for one month.

Example: Joe has a one-time medical expense of \$41 incurred on 11/7/11 and verified on 11/16/11. He can choose to receive the standard medical deduction of \$138 for one-month only. The worker must set a control to take out the deduction after it is allowed one month.

2. A one-time expense may not qualify a household for an ongoing medical standard unless:
 - a. A one-time medical expense prorated over 12 months exceeds \$35 or;
 - b. A one-time medical expense is used in conjunction with ongoing medical expenses and when prorated, it brings the total medical expenses to over \$35.01.

Example: Bonnie has verified ongoing medical expenses of \$26 monthly. She buys glasses at a cost of \$200. She reports this one-time expense timely. There are 10 months left in her certification period. Dividing the \$200 glasses expense over the remainder of her certification period results in \$20 per month. The \$20 prorated glasses expense along with her ongoing medical expenses of \$26 = \$46. She is eligible for the standard medical deduction for the remainder of her certification period.

3. Counties are allowed but not required to verify all medical expenses for all eligible household members to ensure the household receives the most appropriate deduction for the household.
4. The DCO- 268 is being updated but will not have the medical standard option on it for October and November recertifications. However, during the recertification interview, the option can be discussed if the household is qualified for a medical deduction. If ongoing expenses over \$35.01 have been previously verified, the county may assign the standard if it is advantageous for the client (between \$35.01 and \$139.00).
5. The Semi-annual Report, DCO-285, is being updated but the option to choose the medical standard is not available for October and November forms. If medical expenses are claimed, the county can request verification in order to obtain the required supporting documentation to assign the standard when applicable. If ongoing expenses over \$35.01 have been previously verified, the county may assign the standard if it is advantageous for the client (between \$35.01 and \$139.00).

Inquiries to:

Yolanda Geary, Supplemental Nutrition Assistance Program Section, (501) 682-8286,
Yolanda.Geary@arkansas.gov

Sonya Lee Supplemental Nutrition Assistance Program Section, (501) 682-8283,
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MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 11-32

SNAP Certification Manual

Issuance Date: 12-08-2011

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Appendix D-Current Standards

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	10-1-11	Appendix D	01/01/12

Summary of Changes:

Appendix D has been updated to provide the maximum SSI payments and Medicare premium effective 01/01/12.

Inquiries to:

Sonya Lee Supplemental Nutrition Assistance Program Section, 501-682-8283,

Sonya.Lee@arkansas.gov

Carol Tabron, Supplemental Nutrition Assistance Program Section, 501-682-8284,

Carol.Tabron@arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, 501- 682-8286,

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MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 12-01

SNAP Certification Manual

Issuance Date: 01-05-2012

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Appendix V - Voter Registration

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix V	1-1-96	Appendix V	01-05-12

Summary of Changes:

- Revised Program name of Food Stamps to Supplemental Nutrition Assistance Program.
- Revised the name of Family Support Specialist to Program Eligibility Specialist.
- Referenced the link for instructions on how to register to vote with Access Arkansas
- Added instructions on registering to vote with SNAP/MSP Review.

Inquiries to:

Sonya Lee, Supplemental Nutrition Assistance Program Section, 501-682-8283,
Sonya.lee@arkansas.gov

Carla Droughn, Medicaid Eligibility Unit, 501-682-8254, Carla.Droughn@arkansas.gov

Cindy Williams, TEA Unit, 501-682-8122, Cindy.Williams@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 12-11

SNAP Certification Manual

Issuance Date: 04-23-2012

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Benefit Availability Change

Pages to be Deleted:	Date:	Pages to be Added:	Date:
14330-14350	01/01/07	14330-14350	04/23/12

Summary of Changes:

Effective April 23, 2012, daily-authorized benefits will extract the same day the benefits are authorized and become available at 6pm the next calendar day.

SNAP 14340 has been revised to change the availability for SNAP benefits extracted daily. This revision removes the 48-hour delay to review the authorization for problems. The State will have until 6pm the following day to review benefits authorized through daily issuance.

Inquiries to:

Sonya Lee, Supplemental Nutrition Assistance Program Section, (501)-682-8283,
Sonya.Lee@arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, (501) 682-8286,
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MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 12-13

SNAP Certification Manual

Issuance Date: 06-01-2012

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP 8000 Initial Application Process

Pages to be Deleted:	Date:	Pages to be Added:	Date:
SNAP 8000- 8980	Various dates	SNAP 8000-8980	06/01/12

Summary of Changes:

SNAP Certification Manual Section 8000- Initial Application Process has been updated to include several changes:

- Because of the change in benefit availability that became effective 4/23/2012, application approvals must be keyed as soon as possible but no later than the 29th day in order for benefits to be available on the 30th, except when the 29th day is on a weekend or holiday, the approval must be keyed the day before.
- Certification periods for households that include persons aged 60 or older and/or individuals with disabilities have been extended from 24 months to 36-months. Please see SNAP 8710.
- Functionality for online application processing and the Access Arkansas Processing Center has been included in the application process. References for online application processing include:
 1. registration time frames,
 2. document imaging,
 3. application date for applications received after close of business,
 4. the right to be provided with option of completing the application online, and

5. agency responsibility for providing the option of completing an online application.
- Updated grammar, obsolete policy references, examples, and telephone numbers.
 - An expansion of guidance for applications that do not contain name, address, and signature when submitted to the county office has been added to clarify how to handle these invalid applications. Please see SNAP 8170.
 - References to Aged/Disabled individuals and households have been changed to comply with Act 98-TO REQUIRE STATE AGENCIES TO REVIEW ADMINISTRATIVE RULES TO ENSURE THE USE OF RESPECTFUL LANGUAGE REGARDING DISABILITIES.
 - Application denial must be keyed on the 30th day, if the requested information is provided at anytime on the 30th day, the application must be reinstated back to the original application date for the following reasons:
 1. Failed to verify Inc Recert
 2. Failed to verify Info Recert
 3. Not Comply-Interview
 4. Failed to verify income
 5. Failed to verify info
 6. Not comply-Other
 - a. A manual DCO-1 must be sent to the client when the application is denied using this reason. This action type does not produce a system-generated notice.
 - Applications denied beyond the 30th or 60th day shall use the current date as the date of denial, applications will not be backdated.

Inquiries to:

Sonya Lee, Supplemental Nutrition Assistance Program Section, 501-682-8283,

Sonya.Lee@arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, 501 682-8286,

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MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy

Issuance Number: SNAP 12-16

SNAP Certification Manual

Issuance Date 08-01-2012

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP 10000 Recertifications

Pages to be Deleted:	Date:	Pages to be Added:	Date:
SNAP 10100 – 10300	07/01/06	SNAP 10100 - 10300	08/01/12
SNAP 10500 – 10500	07/01/06	SNAP 10500 – 10500	08/01/12
SNAP 10620 – 10620	07/01/06	SNAP 10620 – 10620	08/01/12
SNAP 10900 - 10900	04/01/94	SNAP 10900 – 10900	08/01/12

Summary of Changes:

- Instructions for recertifying households certified for 36 months. The introduction of the Recertification Review process using the DCO-811 for telephone interviews for these households.
- Guidance for scheduling interviews for expedited households certified for one or two months.
- Clarifying options for submission of recertification application for SSI households (SNAP 10940)
- Grammar has been updated along with obsolete policy references and examples. New terminology for DCO-268 and DCO-811, “Recertification Forms” will be used when policy includes instructions that apply to both regular households and household that includes persons aged 60 or older and/or individuals with disabilities.

Effective with August 2012 recertifications, households eligible for an extended certification period will be recertified using the Recertification Review process (SNAP 10900).

The Recertification Review process consists of telephone contact to confer with the household and review the information contained on the DCO-811. The Recertification Review will be the default process for households with extended certification periods unless the household requests a face-to-face interview.

Inquiries to:

Sonya Lee Supplemental Nutrition Assistance Program Section, (501) 682-8283,

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Yolanda Geary, Supplemental Nutrition Assistance Program Section, (501) 682-8286,

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MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 12-18

SNAP Certification Manual

Issuance Date: 06-27-2012

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Disregard of Federal Income Tax Refunds in SNAP

Pages to be Deleted:	Date:	Pages to be Added:	Date:
4450 to 4450	01/01/07	4450 to 4450	06/27/12

Summary of Changes:

A provision to exclude Federal income tax refund received after December 31, 2009 as a countable resource has been added to SNAP 4450 Resources Excluded by Law. This policy update complies with the Tax Relief, Unemployment Insurance Reauthorization and Job Creation Act of 2010.

This policy supersedes the Screen Message #2022 sent on March 24, 2011.

Inquiries to:

Yolanda Geary, Supplemental Nutrition Assistance Program Section, (501) 682-8286,

Yolanda.Geary@arkansas.gov

Sonya Lee Supplemental Nutrition Assistance Program Section, 501-682-8283,

Sonya.lee@arkansas.gov

Carol Tabron, Supplemental Nutrition Assistance Program Section, 501-682-8284,

Carol.Tabron@arkansas.gov

Larry Crutchfield Supplemental Nutrition Assistance Program Section, 501-682-8276,

larry.crutchfield@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy

Issuance Number: SNAP 12-22

SNAP Certification Manual

Issuance Date: 10-01-2012

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP Regular Basis Of Issuance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	October 01, 2011	Appendix D	October 01, 2012
Issuance Chart	October 01, 2011	Issuance Chart	October 01, 2012

Summary of Changes

Attached is the fiscal year (FY) 2013 Cost-of-Living Adjustments (COLAS) to the Supplemental Nutrition Assistance Program (SNAP) income eligibility standards and deductions for Arkansas.

Budget deductions will change as listed below:

1. The Standard Deduction will **increase** as follows:
 - Household sizes 1,2 and 3 will **increase** from **\$147 to \$149**
 - Household size 4 will **increase** from **\$155 to \$160**.
 - Household size 5 will **increase** from **\$181 to \$187**.
 - Household size 6 and up will **increase** from **\$208 to \$214**.
2. The Maximum Excess Shelter Deduction will **increase** from **\$459 to \$469**.
3. The Standard Utility Allowance will **increase to \$273**.
4. The Standard Medical Deduction of **\$138.00** will **remain** the same per household.
5. The income limits have **increased** (see income chart).
6. The maximum and minimum benefits **have not** changed.

Inquiries to:

Tim Langley Supplemental Nutrition Assistance Program Section, 501-682-8290,
Timothy.Langley2@arkansas.gov

Curtisteen Brooks Supplemental Nutrition Assistance Program Section, 501-682-8285,
Cutisteen.Brooks@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Form Policy Directive

Issuance Number: SNAP 13-03

SNAP Certification Manual

Issuance Date: 07-01-2013

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: How to Calculate a Household Misfortune Food Replacement.

Pages to be Deleted:	Date:	Pages to be Added:	Date:
14120 to 14132	Various Dates	14120 to 14132	07/01/2013
14133 to 14133.2	Various Dates	14133 to 14133.2	07/01/2013
Forms to be Deleted:	Date:	Forms to be Added:	Date:
DCO-238	10/2012	DCO-238	07/01/2013
		DCO-238W	07/01/2013

Summary of Changes:

The SNAP Certification Manual (SNAP 14132-Replacement of Food Lost in a Household Misfortune) has been revised and updated to include several changes:

- Instructions for determining eligibility for and amount of SNAP benefits to be replaced.
- Guidance for determining whether or not benefits should be replaced after a power outage.
- Clarifying when verification is required from the household if it cannot be gathered by the agency.

- Terminology was updated to conform to current ANSWER related processes.
- Declaration of Food Loss (DCO-238) has been revised to simplify the process of reporting the household misfortune.
- Food Loss Replacement Worksheet (DCO-238W) has been built and added to ANSWER spreadsheets to calculate benefit replacement.

Inquiries to:

Sonya Lee Supplemental Nutrition Assistance Program Section, 501-682-8283,
sonya.lee@arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, 501-682-8286,
yolanda.geary@arkansas.gov

Carol Tabron, Supplemental Nutrition Assistance Program Section, 501-682-8284,
carol.tabron@arkansas.gov

Larry Crutchfield Supplemental Nutrition Assistance Program Section, 501-682-8276,
larry.crutchfield@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 13-18

SNAP Certification Manual

Issuance Date 09-06-2013

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: DCO-811 SNAP/MSP Annual Review

Pages to be Deleted:	Date:	Pages to be Added:	Date:
DCO-811	01/01/13	DCO-811	09-06-13

Summary of Changes:

DCO-811 SNAP/MSP Annual Review Form will no longer be processed by the AAPC (Access Arkansas Processing Center) as of October 1, 2013. DCO-811 will be processed by a statewide Processing Center. A new contact number has been added for inquires and case actions.

Form DCO-811 is available on DHS Share.

Inquiries to:

SNAP Unit, (501) 682-8283

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy

Issuance Number: SNAP 13-19

SNAP Certification Manual

Issuance Date: 09-14-2013

From: Joni Jones, Director

Expiration Date: 10-31-13

Subj: SNAP Regular Basis of Issuance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	01/01/13	Appendix D	10/01/13
Issuance Chart	10/01/12	Issuance Chart	10/01/13

Summary of Changes

Attached is the fiscal year (FY) 2014 Cost-of-Living Adjustments (COLAS) to the Supplemental Nutrition Assistance Program (SNAP) income eligibility standards and deductions for Arkansas. Budget deductions will change as listed below:

1. The Standard Deduction will **increase** as follows:
 - Household sizes 1, 2, and 3 will **increase** from **\$149 to \$152**
 - Household size 4 will **increase** from **\$160 to \$163**.
 - Household size 5 will **increase** from **\$187 to \$191**.
 - Household size 6 and up will **increase** from **\$214 to \$219**.
2. The Maximum Excess Shelter Deduction will **increase** from **\$469 to \$478**.
3. The Standard Utility Allowance will remain at **\$273**.
4. The Standard Medical Deduction of **\$138.00** will **remain** the same per household.
5. The income limits have **increased** (see income chart).
6. The maximum and minimum benefits **have not** changed.

Inquiries to:

Tim Langley Supplemental Nutrition Assistance Program Section, 501-682-8290,
Timothy.Langley2 @arkansas.gov

Curtisteen Brooks Supplemental Nutrition Assistance Program Section, 501-682-8285, Curtisteen.Brooks

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 13-20

SNAP Certification Manual

Issuance Date: 10-14-2013

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP Regular Basis of Issuance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Issuance Chart	10/01/13	Issuance Chart	11/01/13

Summary of Changes

Attached is the fiscal year (FY) 2014 Cost-of-Living Adjustments (COLAS) to the Supplemental Nutrition Assistance Program (SNAP) maximum and minimum benefit levels for Arkansas. Both the maximum and minimum benefit levels for each household size have decreased due to the expiration of the ARRA based benefit increases.

Inquiries to:

Tim Langley Supplemental Nutrition Assistance Program Section, 501-682-8290

Curtisteen Brooks Supplemental Nutrition Assistance Program Section, 501-682-8285

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 14-01

SNAP Certification Manual

Issuance Date: 02-01-2014

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Gross Income Pretest

Pages to be Deleted:	Date:	Pages to be Added:	Date:
SNAP 1600 – 1620	Various dates	SNAP 1600 – 1620	Various Dates
SNAP 1621.5.3 – 1621.7	Various dates	SNAP 1621.5.3 – 1621.7	Various Dates

Summary of Changes:

A new description for certain ineligible aliens has been added to SNAP 1620. Ineligible-Undocumented aliens are those who are unable or unwilling to verify immigration status.

SNAP 1621.6 Handling the Resources and Income of Ineligible Aliens now provides instructions for calculating income for households that include ineligible-undocumented aliens. Total income for the entire household will be used to determine whether the gross income pretest is met.

Inquiries to:

Sonya Lee, Supplemental Nutrition Assistance Program Section, 501-682-8283, sonya.lee@arkansas.gov
Yolanda Geary, Supplemental Nutrition Assistance Program Section, 501-682-8286, yolanda.geary@arkansas.gov
Carol Tabron, Supplemental Nutrition Assistance Program Section, 501-682-8284, carol.tabron@arkansas.gov
Larry Crutchfield, Supplemental Nutrition Assistance Program Section, 501-682-8276, larry.crutchfield@arkansas.gov

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: SNAP 14-06

Issuance Date October 01, 2014

From: Delia Anderson, Director

Expiration Date: September 30, 2015

Subj: SNAP Regular Basis of Issuance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	January 01, 2014	Appendix D	October 01, 2014
Issuance Chart	November 01, 2013	Issuance Chart	October 01, 2014

Summary of Changes:

Effective October 01, 2014 SNAP benefit amounts will increase see attached chart.

Budget deductions will change as listed below:

- Standard deduction will **increase** from **\$152 to \$155** for household sizes 1, 2, and 3.
Household size 4 will **increase** from **\$163 to \$165**.
Household size 5 will **increase** from **\$191 to \$193**.
Household size 6 and up will **increase** from **\$219 to \$221**.
- Maximum excess shelter deduction will **increase** from **\$478 to \$ 490**.
Aged/Disabled households have no excess shelter deduction limit.
- Standard utility allowance will **increase from \$273 to \$277**.
- Medical standard deduction will **remain \$138** per household.

Inquiries to:

Timothy Langley, SNAP, timothy.langley@arkansas.gov, (501) 682-8290

Curtisteen Brooks, SNAP, curtisteen.brooks@arkansas.gov, (501) 682-8285

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 14-07

SNAP Certification Manual

Issuance Date: 11-01-2014

From: Delia Anderson, Director

Expiration Date: Until Superseded

Subj: Resource Limit Increase for Regular Households

Pages to be Deleted:	Date:	Pages to be Added:	Date:
SNAP 1621.7.4-1621.7.4	10/01/11	SNAP 1621.7.4-1621.7.4	11/01/14
SNAP 4300-4300	10/01/11	SNAP 4300-4300	11/01/14
SNAP 4450-4451	06/25/12	SNAP 4450-4451	11/01/14
SNAP 4974-4974	10/01/11	SNAP 4974-4974	11/01/14
SNAP 5405-5405	01/01/07	SNAP 5405-5405	11/01/14
SNAP 7430-7430	10/01/11	SNAP 7430-7430	11/01/14
SNAP 9445-9445	12/15/11	SNAP 9445-9445	11/01/14
SNAP 11200-11200	12/01/03	SNAP 11200-11200	11/01/14
SNAP 11460-11460	10/01/08	SNAP 11460-11460	11/01/14
SNAP 11580-11580	10/01/08	SNAP 11580-11580	11/01/14
SNAP 12232-12233	10/01/11	SNAP 12232-12233	11/01/14

Summary of Changes:

The resource limit for Regular Households has increased to \$2,250 from \$2,000, effective November 1, 2014.

The sections listed above have been changed to indicate the increase in resource limit for regular households.

Inquiries to:

Sonya Lee, Supplemental Nutrition Assistance Program Section, 501-682-8283,
sonya.lee@arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, 501-682-8286,
yolanda.geary@arkansas.gov

Carol Tabron, Supplemental Nutrition Assistance Program Section, 501-682-8284,
carol.tabron@arkansas.gov

Donna DuMond, Supplemental Nutrition Assistance Program Section, 501-682-8276,
donna.dumond@arkansas.gov

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: SNAP 15-03

Issuance Date October 01, 2015

From: Delia Anderson, Director

Expiration Date: September 30, 2016

Subj: SNAP Regular Basis of Issuance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	January 01, 2015	Appendix D	October 01, 2015
Issuance Chart	November 01, 2014	Issuance Chart	October 01, 2015

Summary of Changes:

Effective October 01, 2015 SNAP benefit amounts will increase see attached chart.

Budget deductions will change as listed below:

- Standard deduction will **remain \$155** for household sizes 1, 2, and 3.
Household size 4 will **increase** from **\$165 to \$168**.
Household size 5 will **increase** from **\$193 to \$197**.
Household size 6 and up will **increase** from **\$221 to \$226**.
- Maximum excess shelter deduction will **increase** from **\$490 to \$504**.
Aged/Disabled households have no excess shelter deduction limit.
- Standard utility allowance will **increase from \$277 to \$289**.
- The deduction for telephone only will remain \$25.**
- Medical standard deduction will **remain \$138** per household.

Inquiries to:

Melba Kennedy, melba.kennedy@dhs.arkansas.gov, (501) 682-8253

Sonya Lee, sonya.lee@dhs.arkansas.gov, (501) 682-8283

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP2015-06

SNAP Certification Manual

Issuance Date: 12-01-2015

From: Delia Anderson, Director

Expiration Date: Until Superseded

Subj: LIHEAP Payments and Eligibility for the Standard Utility Allowance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
SNAP 6621	10/01/97	SNAP 6621	12/01/15
SNAP 6626	10/01/97	SNAP 6626	12/01/15

Summary of Changes:

Households that have received a HEAP/LIHEAP payment of at least \$20 in the month of application or the preceding 12 months will be eligible to receive the standard utility allowance regardless of whether the household has moved from the location for which the payment was based or is currently incurring any utility costs.

SNAP 6621 and SNAP 6626 have been updated to reflect this change.

Inquiries to:

Donna Dumond Supplemental Nutrition Assistance Program Section, 501-682-8276,

Donna.Dumond@dhs.arkansas.gov

Sonya Lee Supplemental Nutrition Assistance Program Section, 501-682-8283,

Sonya.Lee@dhs.arkansas.gov

Carol Tabron, Supplemental Nutrition Assistance Program Section, 501-682-8284,

Carol.Tabron@arkansas.gov

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Arkansas Department of Human Services

Division of County Operations

Publication

Issuance Number: SNAP2015-7

SNAP Form

Issuance Date: 12-14-2015

From: Delia Anderson, Director

Expiration Date: Until Superseded

Subj: PUB-429 Requirement to Work/RTW

Summary of Changes:

OPPD has developed a new publication; PUB-429 Requirement to Work/RTW. This publication summarizes the Requirement to Work for ABAWDs, the three-month time limit, what an individual can do to comply, or what may exempt an individual from the requirement.

This publication should be issued to all households with members subject to the RTW. It should be issued at initial application, recertification, semi-annual report, or reported change when a member becomes subject to the RTW.

Counties may begin utilizing this publication immediately.

Inquiries to:

Donna Dumond Supplemental Nutrition Assistance Program Section, 501-682-8276,

Donna.Dumond@dhs.arkansas.gov

Sonya Lee Supplemental Nutrition Assistance Program Section, 501-682-8283,

Sonya.Lee@dhs.arkansas.gov

Carol Tabron, Supplemental Nutrition Assistance Program Section, 501-682-8284,

Carol.Tabron@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 16-09

SNAP Certification Manual

Issuance Date: 01-01-2017

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: SNAP 3000 Work Requirements

Pages to be Deleted:	Date:	Pages to be Added:	Date:
SNAP 3000	Various dates	SNAP 3000	01/01/2017

Summary of Changes:

The SNAP Certification Manual Section 3000- Work Requirements has been revised and updated to include several changes:

- General language and updates and description changes to expand the Requirement to Work.
- Students enrolled half-time instead of full-time are exemption from Work Registration.
- Clarified language allowing any medical professional to be allowed to provide a written statement declaring a disability and the length of should be provided if known.
- Correcting the definition for 15% exemption and who to assign the 15% exemption.
- Updating the 3 year period for the 3 month in 3 years to assign a fixed period for the state beginning January 1, 2016 to December 31, 2018.
- Allowing certain able bodied adults the opportunity to establish good cause for non-compliance with RTW
- SNAP E&T Program sections have been updated and renumbered to include general updates and language changes
- Informal Workfare has been added outlining what entities may provide informal workfare as well as how referrals are completed and participation monitored.
- Employment and Training reimbursements amounts have been reduced from \$285.00 maximum each month to \$50.00 maximum each month
- Employment and Training has been expanded to include any SNAP participant who wishes to volunteer in the E&T program
- Updates to the Work Participation Characteristics

Inquiries to:

Jessica Haynes, Supplemental Nutrition Assistance Program Section, 501-682-8286,
jessica.haynes@dhs.arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, 501 682-8284,
yolanda.geary@dhs.arkansas.gov

Donna DuMond, Supplemental Nutrition Assistance Program Section, 501-682-8276
donna.dumond@dhs.arkansas.gov

Arkansas Department of Human Services

Division of County Operations

Policy

Issuance Number: SNAP 17-04

SNAP Certification Manual

Issuance Date: 6/02/2017

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: Current Standard Deductions January 2017

Summary of Changes:

Type of Deduction	Amount	Effective Date
1. Earned Income	20%	05-01-86
2. Standard Deduction for household size:	Household size 1 \$157 Household size 2 \$157 Household size 3 \$157 Household size 4 \$168 Household size 5 \$197 Household size 6 and up \$226	10-01-16
3. Utility Standard	\$284	10-01-16
4. Maximum Excess Shelter	\$517	10-01-16
5. Standard Medical Deduction	\$138	11-01-11

Current SSI Maximum Payments

Type of Payment	Amount	Effective Date
SSI Only – Individual	\$735	01-01-17
SSI Only – Couple	\$1103	01-01-17
SSA/SSI – Individual	\$755	01-01-17
SSA/SSI – Couple	\$1123	01-01-17
SSI Only-Individual Reduced	\$490	01-01-17
SSI Only –Couple Reduced	\$735.33	01-01-17
SSA/SSI-Individual Reduced	\$510	01-01-17
SSA/SSI-Couple Reduced	\$755	01-01-17

CURRENT MEDICARE PREMIUM –\$109.00 (PART B ONLY)

MEDICARE PREMIUM –\$35.63 (PART D ONLY)

Inquiries to:

Koscina Lang, Supplemental Nutritional Assistance Program Section, (501)682-8283

Koscina.Lang@arkansas.gov

Jessica Haynes, Supplemental Nutrition Assistance Program Section, (501) 682-8286,

Jessica.Haynes@arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, (501) 682-8284,

Yolanda.Geary@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Manual

Issuance Number: SNAP 17-09

Issuance Date October 01, 2017

From: Mary Franklin, Director

Expiration Date: September 30, 2018

Subj: SNAP 2017 Regular Basis of Issuance and Appendix D

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	October 01, 2016	Appendix D	October 01, 2017
Issuance Chart	November 01, 2016	Issuance Chart	October 01, 2017

Summary of Changes:

Effective *October 01, 2017* SNAP benefit amounts will increase see attached chart.

Budget deductions will change as listed below:

1. Standard deduction will **increase from \$157 to \$ 160** for household sizes 1, 2, and 3.
Household size 4 will **increase from \$168 to \$170**
Household size 5 will **increase from \$197 to \$199.**
Household size 6 and up will **increase from \$226 to 228.**
2. Maximum excess shelter deduction will **increase from \$ 517 to \$535.**
Aged/Disabled households have no excess shelter deduction limit.
3. Standard utility allowance will **decrease from \$284 to \$278.**
4. **The deduction for telephone only will remain \$25.**
5. Medical standard deduction will **remain \$138** per household.

Inquiries to:

Koscina Lang, koscina.lang@dhs.arkansas.gov, 501-682-8283

Jessica Haynes, jessica.haynes@dhs.arkansas.gov, 501-682-8286

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Form

Issuance Number: SNAP 17-13

SNAP Certification Manual

Issuance Date: 10-01-2017

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: Change Report Addendum (DCO-234A)

Form to be Deleted:	Date:	Form to be Added:	Date:
Change Report Addendum	10/16	Change Report Addendum	09/17

Summary of Changes:

Change Report Addendum (DCO-234A) has been updated to show the new income standards due to the SNAP Basis of Issuance annual update.

Inquiries to:

Koscina Lang Supplemental Nutrition Assistance Program Section, 501-682-8283,

koscina.lang@dhs.arkansas.gov

Jessica Haynes Supplemental Nutrition Assistance Program Section, 501-682-8286,

jessica.haynes@dhs.arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, (501) 682-8284,

Yolanda.Geary@dhs.arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 18-01

SNAP Certification Manual

Issuance Date: 02-01-18

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: SNAP Aged/Disabled Resource Limit Increase, Returned Mail, and SNAP Requirement To Work

Policy to be Deleted:	Date:	Policy to be Added:	Date:
SNAP 1621.7.4	11/01/14	SNAP 1621.7.4	02/01/18
SNAP 1623.2	07/01/13	SNAP 1623.2	02/01/18
SNAP 4300	10/01/11	SNAP 4300	02/01/18
SNAP 7430	11/01/14	SNAP 7430	02/01/18
SNAP 9445	11/01/14	SNAP 9445	02/01/18
SNAP 12232	11/01/17	SNAP 12232	02/01/18
SNAP 12233	11/01/14	SNAP 12233	02/01/18
SNAP 11450	09/01/99	SNAP 11450	02/01/18
SNAP 11571	10/10/03	SNAP 11571	02/01/18
		SNAP 11570.1	02/01/18
		SNAP 12451	02/01/18
SNAP 3500	01/01/17	SNAP 3500	02/01/18

Summary of Changes:

Aged/Disabled Resource Limit Increase: The resource limit for households with at least one person aged 60 or older and/or is disabled will increase from \$3,250 to \$3,500.

Returned Mail: SNAP Policies 11570 and 12400 have been updated to include new sections regarding the updated procedures for processing returned mail. The new sections are SNAP Policy 11570.1 and SNAP Policy 12451.

Requirement to Work: Able Bodied Adults now have an additional opportunity to meet the Requirement to Work (RTW) if otherwise eligible.

Inquiries to:

Koscina Lang, Supplemental Nutrition Assistance Program Section, 501-682-8283,
koscina.lang@dhs.arkansas.gov

Jessica Haynes, Supplemental Nutrition Assistance Program Section, 501-682-8286,
jessica.haynes@dhs.arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, 501-682-8284,
yolanda.geary@dhs.arkansas.gov

Stephen Giese, Supplemental Nutrition Assistance Program Section, 501-682-8276,
stephen.Giese@dhs.arkansas.gov

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Arkansas Department of Human Services

Division of County Operations

Form

Issuance Number: SNAP 18-02

[OPPD Forms Manual](#)

Issuance Date: 02-16-2018

From: Mary Franklin, Deputy Director

Expiration Date: Until Superseded

Subj: DCO Complaint Report, DCO-110

Form to be Deleted:	Date:	Form to be Added:	Date:
DCO Complaint Report	04/10/2010	DCO Complaint Report	02/2018

Summary of Changes:

The DCO Complaint Report was revised to correct the address for the Office of Employee Relations. The Social Security Number field has been shortened to only require the last 4 digits of the SSN. The form has also been translated into Spanish.

Inquiries to:

Koscina Lang Supplemental Nutrition Assistance Program Section, 501-682-8283,
koscina.lang@dhs.arkansas.gov

Jessica Haynes Supplemental Nutrition Assistance Program Section, 501-682-8286,
jessica.haynes@dhs.arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, (501) 682-8284,
Yolanda.Geary@arkansas.gov

Stephen Giese, Supplemental Nutrition Assistance Program Section, 501-682-8276,
stephen.giese@dhs.arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 18-03

SNAP Certification Manual

Issuance Date: 03-01-2018

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: SNAP 16816 Action on eDRS Data

Pages to be Deleted:	Date:	Pages to be Added:	Date:
SNAP 16816	12/01/00	SNAP 16816	03/01/2018

Summary of Changes:

SNAP 16816 has been revised to show disqualifications that have been deemed Intentional Program Violations will be entered into the Electronic Disqualification Recipient System (eDRS) by the Office of Security and Compliance (OSC). The Disqualified Recipient Report (DCO-19) will be scanned into the electronic case record by the county office once received from (OSC).

Inquiries to:

Koscina Lang, Supplemental Nutrition Assistance Program Section, 501-682-8283

koscina.lang@dhs.arkansas.gov

Jessica Haynes, Supplemental Nutrition Assistance Program Section, 501-682-8286

jessica.haynes@dhs.arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, 501-682-8284

yolanda.geary@dhs.arkansas.gov

Stephen Giese, Supplemental Nutrition Assistance Program Section, 501-682-8276

stephen.Giese@dhs.arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Form

Issuance Number: SNAP 18-04

[SNAP Certification Manual](#)

Issuance Date: 03-16-2018

From: Mary Franklin, Deputy Director

Expiration Date: Until Superseded

Subj: SNAP Notification of Work Registration and Requirement to Work-AR Works

Form to be Deleted:	Date:	Form to be Added:	Date:
DCO-260	12/2015	DCO-260	3/2018

Summary of Changes:

The SNAP Notification of Work Registration and Requirement to Work (DCO-260) was updated to include compliance with AR Works work requirements as a method of meeting the SNAP Requirement to Work.

Inquiries to:

Koscina Lang, Supplemental Nutrition Assistance Program Section, 501-682-8283,

koscina.lang@dhs.arkansas.gov

Jessica Haynes, Supplemental Nutrition Assistance Program Section, 501-682-8286,

jessica.haynes@dhs.arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, 501-682-8284,

yolanda.geary@dhs.arkansas.gov

Stephen Giese, Supplemental Nutrition Assistance Program Section, 501-682-8276,

stephen.Giese@dhs.arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Issuance Number: TEA 18-04
SNAP 18-05

Transitional Employment Assistance Manual Issuance Date: 04/06/18
SNAP Certification Manual

From: Mary Franklin, Director Expiration Date: Until Superseded

Subj: SAVE Alien Verification

Pages to be Deleted:	Date:	Pages to be Added:	Date:
TEA 2220 – 2222	08/01/99	TEA 2220-2222	08/01/99
	09/10/03		05/01/18
	02/15/05		02/15/05
SNAP 1621.5	06/15/98	SNAP 1621.5	05/01/18
SNAP 1621.5.2	06/15/98	SNAP 1621.5.2	05/01/18

Summary of Changes

Systematic Alien Verification for Entitlements Program (SAVE) information has been added to the TEA manual.

The TEA and SNAP Manuals have been updated to include the new website to access the SAVE system (the link is still available in ANSWER). The updates include the process for secondary verification and the third-step verification process when eligibility cannot be determined based on the code received.

Inquiries to:

Cindy Williams, TEA Policy Unit, 501-682-8182, Cindy.Williams@dhs.arkansas.gov
Koscina Lang, SNAP Policy Unit, 501-682-8283, Koscina.Lang@dhs.arkansas.gov
Yolanda Geary, SNAP Policy Unit, 501-682-8284, Yolanda.Geary@dhs.arkansas.gov
Stephen Giese, SNAP Policy Unit, 501-682-8273, Stephen.Giese@dhs.arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: TEA 18-06
SNAP 18-06

Transitional Employment Assistance Manual
SNAP Certification Manual

Issuance Date: 08/01/18

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: TEA and SNAP Drug-Related Convictions Disqualification Opt Out

Pages to be Deleted:	Date:	Pages to be Added:	Date:
TEA 2150.3 – 2201	07/01/97 12/06/11 12/01/97	TEA 2150.3 – 2201	07/01/97 12/01/11 12/01/97 08/01/18
TEA 2222 – 2277.6	02/15/09 12/15/09 07/01/97	TEA 2222 – 2277.6	02/15/05 07/01/97 08/01/18
SNAP 1620	12/01/00	SNAP 1620	08/01/18
SNAP 1622.20	07/20/09	SNAP 1622.20	08/01/18
SNAP 1920	06/01/05	SNAP 1920	08/01/18
SNAP 3621	01/01/17	SNAP 3621	08/01/18
SNAP 17351	09/01/06	SNAP 17351	08/01/18

Summary of Changes

In response to the Helping Our People Excel (H.O.P.E.) Act of 2017, Arkansas has elected to opt out of section 115 of the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, which disqualifies SNAP and TEA applicants and recipients from participation in SNAP, TEA, and other TANF-funded programs due to certain drug-related felonies.

The references to the TEA drug-related policy at TEA 2201 and TEA 2230, Drug-Related Convictions, have been removed from the TEA Policy Manual.

This policy revision release supersedes the SNAP Policy Directive SNAP 2017-01 Act 566 Helping Our People Excel issued June 30, 2017.

Inquiries to:

Cindy Williams, Transitional Employment Assistance Policy Unit, 501-682-8182,
Cindy.Williams@dhs.arkansas.gov

Koscina Lang, Supplemental Nutrition Assistance Program Section, 501-682-8283,
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Stephen Giese, Supplemental Nutrition Assistance Program Section, 501-682-8276,
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MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Manual

Issuance Number: SNAP 18-07

Issuance Date October 01, 2018

From: Mary Franklin, Director

Expiration Date: September 30, 2019

Subj: SNAP 2018 Regular Basis of Issuance and Appendix D

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	October 01, 2017	Appendix D	October 01, 2018
Issuance Chart	October 01, 2017	Issuance Chart	October 01, 2018

Summary of Changes:

Effective *October 01, 2017* SNAP benefit amounts will increase see attached chart.

Budget deductions will change as listed below:

- Standard deduction will **increase from \$160 to \$ 164** for household sizes 1, 2, and 3.
Household size 4 will **increase to \$174**
Household size 5 will **increase to \$204.**
Household size 6 will **increase to \$234.**
- Maximum excess shelter deduction will **increase from \$ 535 to \$552.**
Aged/Disabled households have no excess shelter deduction limit.
- Standard utility allowance will **increase from \$278 to \$284.**
- The deduction for telephone only will remain \$25.**
- Medical standard deduction will **remain \$138** per household.

Inquiries to:

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Yolanda Geary, yolanda.geary@dhs.arkansas.gov, 501-682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy

Issuance Number: SNAP 19-01

SNAP Certification Manual

Issuance Date: 12-31-2018

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: SNAP 3000 Work Requirement

Pages to be Deleted:	Date:	Pages to be Added:	Date:
SNAP 3100	01/01/17	SNAP 3100	01/01/19
SNAP 3320	01/01/17	SNAP 3320	01/01/19
SNAP 3410	11/01/02	SNAP 3410	01/01/19
SNAP 3413	10/01/03	SNAP 3413	01/01/19
SNAP 3414	06/01/05	SNAP 3414	01/01/19
SNAP 3430	11/01/02	SNAP 3430	01/01/19
SNAP 3440	11/01/02	SNAP 3440	01/01/19
SNAP 3442	01/01/99	SNAP 3442	01/01/19
SNAP 3500	02/01/18	SNAP 3500	01/01/19
SNAP 3540	01/01/17	SNAP 3540	01/01/19
SNAP 3630	01/01/17	SNAP 3630	01/01/19
SNAP 3700-3710	01/01/17	SNAP 3700-3710	01/01/19
SNAP 3730	01/01/17	SNAP 3730	01/01/19
SNAP 3740.2	01/01/16	SNAP 3740.2	01/01/19
SNAP 3751.2	01/01/17	SNAP 3751.2	01/01/19
SNAP 3752.2	01/01/17	SNAP 3752.2	01/01/19
SNAP 3762	11/01/02	SNAP 3762	01/01/19

SNAP 3763	11/01/02	SNAP 3763	01/01/19
SNAP 3765	01/01/17	SNAP 3765	01/01/19
SNAP 3800	01/01/99	SNAP 3800	01/01/19

Summary of Changes:

SNAP 3100- Correct language to clarify which SNAP recipients must work register and which must comply with the Requirement to Work.

SNAP 3320- Change student exemption to clarify definition of student.

SNAP 3410- Increase the sanction periods for work registration violations such and voluntary quits and intentional reduction of work hours.

SNAP 3413- Removed the ability to cure a sanction through new employment or increased work hours.

SNAP 3414- Change terminology from disqualification to sanction to accurately describe the penalty applied to the individual.

SNAP 3430- Change terminology from disqualification to sanction to accurately describe the penalty applied to the individual.

SNAP 3440- Change terminology from disqualification to sanction and remove ability to cure a sanction unless the individual becomes exempt.

SNAP 3442- Describing how a sanctioned individual may regain eligibility once the sanction period has ended.

SNAP 3500- Providing a clear definition of work.

SNAP 3540-Clarifying how recipients may regain eligibility after receiving their 3 countable months.

SNAP 3630- Provided a list of potential reimbursements for transportation and other reimbursable expenses.

SNAP 3700-3800- Renaming Informal Workfare program, Comparable Workfare to better comply with federal regulations. This was done throughout the document.

SNAP 3730-Changed section title to show Comparable Workfare and include verification requirements for the program.

SNAP 3740.2-Changing program name to show Comparable Workfare and clarify the steps for referring individuals to Comparable Workfare.

SNAP 3751.2-Adding the requirement for writing an overpayment when an individual who has received his countable months fails to comply with RTW without good cause.

SNAP 3752.2-Adding the stipulation that Comparable Workfare must be verified on a monthly basis.

Inquiries to:

Beverly Alexander Supplemental Nutrition Assistance Program Section, 501-682-8286,
beverly.alexander@dhs.arkansas.gov

Pammy Graves Supplemental Nutrition Assistance Program Section, 501-682-8283,
pammy.graves@dhs.arkansas.gov

Yolanda Geary, Supplemental Nutrition Assistance Program Section, (501) 682-8284,
Yolanda.Geary@arkansas.gov

Stephen Giese, Supplemental Nutrition Assistance Program Section, 501-682-8276,
stephen.giese@dhs.arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy

Issuance Number: SNAP 19-02

SNAP Certification Manual

Issuance Date: 01-11-2019

From: Mary Franklin , Director

Expiration Date: Until Superseded

Subj: Appendix D

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	10/01/18	Appendix D	01/11/19

Summary of Changes:

The Appendix D has been updated to provide the maximum SSI payments and Medicare premium effective 01/01/19

Current SSI Maximum Payments

- SSI Only-Individual will increase to \$771
- SSA/SSI-will increase to \$791
- SSI Only-Individual Reduced will increase to \$514
- SSA/SSI Individual Reduced will increase to \$534

Current Medicare Premium- \$135.50

Inquiries to:

Beverly Alexander Supplemental Nutrition Assistance Program Section, 501-682-8286,
beverly.alexander@dhs.arkansas.gov

Pammy Graves Supplemental Nutrition Assistance Program Section, 501-682-8283,
pammy.graves@dhs.arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 00-05

Food Stamp Certification Manual

Issuance Date:03-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Food Stamp Requirement to Work (RTW) Waivers - Annual Update

Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) in counties that have been identified as labor surplus areas by the Department of Labor (DOL). In Arkansas, DOL identified 40 counties and two cities as labor surplus areas for the period beginning October 1, 1999, and ending September 30, 2000.

RTW Waivers Effective January 1, 2000

Effective January 1, 2000, the State will waive the RTW in the city of Hot Springs in Garland County and the city of Jacksonville in Pulaski County. The RTW will also be waived in the following counties:

1 Ashley County	15 Hempstead County	29 Ouachita County
2 Boone County	16 Hot Spring County	30 Perry County
3 Bradley County	17 Izard County	31 Phillips County
4 Calhoun County	18 Jackson County	32 Poinsett County
5 Chicot County	19 Jefferson County	33 Prairie County
6 Clay County	20 Lafayette County	34 Randolph County

7 Cleveland County	21 Lawrence County	35 Searcy County
8 Columbia County	22 Lee County	36 Sevier County
9 Conway	23 Lincoln County	37 Sharp County
10 Cross County	24 Little River County	38 St. Francis County
11 Dallas County	25 Mississippi County	39 Union County
12 Desha County	26 Monroe County	40 Van Buren County
13 Drew County	27 Nevada County	41 Woodruff County
14 Green County	28 Newton County	

These waivers are effective until further notice.

Waiver Application

The RTW waivers apply to individual recipients who actually live in an area covered by a waiver. This statement remains true no matter which county a household selects as its service

county under the alternate service provisions in FSC 1301 – 1304. When a food stamp household actually lives in an area not covered by a waiver, the RTW will apply. However, if a food stamp household actually lives in an area covered by a waiver, the RTW will not apply. When a food stamp household physically moves into an area covered by an RTW waiver, household members will no longer be subject to the RTW.

Counties Where The RTW Waiver Is Being Continued

The RTW waiver will continue without interruption in the following areas:

1 Ashley	12 IZARD County	24 Perry County
2 Bradley County	13 Jackson County	25 Phillips County

3 Calhoun County	14 Lafayette County	26 Poinsett County
4 Chicot County	15 Lawrence County	27 Prairie County
5 Clay County	16 Lee County	28 Randolph County
6 Columbia County	17 Lincoln County	29 Searcy County
7 Conway County	18 Little River County	30 Sharp County
8 Dallas County	19 Mississippi County	31 St. Francis County
9 Desha County	20 Monroe County	32 Union County
10 Drew County	21 Nevada County	33 Van Buren County
11 Hempstead County	22 Newton County	34 Woodruff County
	23 Ouachita County	

No special actions are required in these counties.

Counties Where An RTW Waiver Is Effective January 1, 2000

Effective January 1, 1999, the RTW waiver will apply either for the first time or after a break of one year in the following counties and cities:

1 Boone County	4 Greene County	7 Sevier County
2 Cleveland County	5 Hot Spring County	8 City of Hot Springs (Garland County)
3 Cross County	6 Jefferson County (entire county)	9 City of Jacksonville (Pulaski County)

These counties will no longer be required to track RTW compliance, to apply exemptions to individuals who would have otherwise been disqualified for failure to comply with the RTW, or to submit a report of exemptions to the Food Stamp Section.

Counties Where No RTW Waiver Applies

FNS grants each state a certain number of RTW exemptions to be applied in areas not covered by a RTW waiver. The State of Arkansas has chosen to apply these exemptions across the board to all individuals who are subject to the RTW and reside in an area not covered by a RTW waiver.

In counties with no RTW waiver, whenever an application, quarterly report or reported change is processed, the worker must determine if any household member would be subject to sanction because of the RTW. If so, that individual will be granted an exemption from the RTW requirement. The decision to exempt an individual from the RTW must be documented in the case record.

Exemptions will not be granted to:

- Individuals who are the parents of a minor child,
- Individuals who are disabled,
- Individuals who are younger than age 18 or older than age 49,
- Individuals who are exempt from the work registration requirements, or
- Individuals who are otherwise in compliance with the RTW because they are working at least 20 hours per week or participating in a job training program as specified in FSC 3500.

Counties must track each food stamp recipient granted a personal exemption from the RTW so that we can maintain an accurate record of these exemptions. The county may track this information manually or by using a PC based system. Any system devised should track, at a minimum, the name and social security number (SSN) of the exempted individual and the date of the exemption.

Each month, the county must submit to the Food Stamp Section, Central Office, a report of the total number of personal RTW exemptions granted during the month. (It is not necessary to submit the names and SSNs of exempted individuals.) The report should be submitted by the 10th of each month for the prior calendar month. The report may be e mailed or faxed to the Manager of the Food Stamp Program. The fax number in the Food Stamp Section is (501) 682-1469.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 00-06

Food Stamp Certification Manual

Issuance Date:03-01-2000

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Converting Cases From the SFSP to the Regular Food Stamp Program

The State of Arkansas will no longer operate a Simplified Food Stamp Program (SFSP) for Transitional Employment Assistance (TEA) families. This directive provides instructions for converting the households participating in the SFSP to the regular Food Stamp Program.

PROVIDING FOOD STAMP BENEFITS TO TEA APPLICANTS

Food stamp benefits continue to be a vital means of assistance to families participating in the TEA Program. In order to insure that food is immediately available to households that submit a TEA application, the following rules will become effective March 1, 2000.

Rule 1: Counties will no longer certify households under SFSP rules. The household will be asked to complete and submit both an *Application for Transitional Employment Assistance* (DCO-180) and a *Food Stamp Application* (DCO-220). The DCO-180 has been revised to remove questions related to food stamp eligibility. See Attachment 1. NOTE: As ANSWER becomes operational, one integrated application form will be used. Counties will be provided specific instructions regarding that form when ANSWER is implemented.

Rule 2: Counties will be allowed, but not required, to conduct a joint interview for TEA and food stamp benefits. If a joint interview is not conducted, the household should not be required to return on another day or at another time to be interviewed for food stamp benefits. Rather, the county office should schedule both interviews on the same day unless:

- a. The household requests an interview on another day;
- b. The household is entitled to expedited service (see rule 3 below); or
- c. The household can be seen for the food stamp interview sooner than the date scheduled for the TEA interview and agrees to be seen on another day.

Under no circumstances should the food stamp interview be held on a day later than the TEA interview.

Rule 3: Coordination of interview times will not apply if the household is entitled to expedited service. Instead, the household will be interviewed, and the food stamp application processed in accordance with the policy governing expedited processing.

-

CONVERTING EXISTING SFSP CASES TO THE REGULAR FOOD STAMP PROGRAM

1. Conversion Period

Effective March 1, 2000, households will be allowed to continue participating in the SFSP only until the end of the household's current certification period; until any case action occurs in the TEA or food stamp case or until September 30, 2000, whichever occurs first.

Many households currently participating in the SFSP will become subject to quarterly reporting. (See [FSC 11510](#) for a list of households exempt from the quarterly reporting requirements. According to [FSC 11520](#), a household may enter quarterly reporting only when an initial application or an application for recertification is approved. Therefore, if SFSP conversion occurs at a case action other than an application approval (initial or recertification), the household will not become subject to quarterly reporting. Instead, the household will be subject to the occasional reporting requirements described in [FSC 11350](#).

In order to insure that all former SFSP households are properly classified as a quarterly reporting household or an occasional reporting household, all households participating in the SFSP as of March 1, 2000, must be recertified by September 30, 2000. (This applies even if the household was converted from the SFSP to the regular Food Stamp Program.) At the time of recertification, the household's situation will be evaluated to determine if the household is subject to quarterly reporting.

2. Method of Conversion

Households converting from the SFSP to the regular Food Stamp Program will experience changes in the way the budget is calculated. Income will be handled differently with some income that is excluded under SFSP rules being counted under regular Program rules. The county standard will no longer be used as the household's shelter costs. Also, households will be required to report changes under Food Stamp Program rules rather than SFSP rules. To convert a case, the household's budget must be recalculated using regular Food Stamp Program rules.

- a. **Resources** - Households containing at least one member who receives a TEA benefit are classified as categorically eligible households. See [PD FSC 99-21](#). Categorically eligible households do not have to meet the Food Stamp Program resource limits.
- b. **Income** – Categorically eligible households do not have to meet gross or net income limits. However, the worker must insure that the income declared by the household is not handled differently under regular Food Stamp Program rules. For example, if a member of the SFSP household is an eligible student, some income disregarded under SFSP rules may be counted under regular Food Stamp Program rules. See [FSC 5000](#) for an explanation of countable income.

- c. **Deductions** – The worker must carefully examine the household’s most recent application (DCO-180 or DCO-220) to determine if there is adequate information to determine the household’s current deductible expenses. This includes dependent care costs, medical costs for disabled members and/or members age 60 or older, and shelter costs. The rules for determining allowable deductions under regular Food Stamp Program rules may be found in the 6000 section of the Food Stamp Certification Manual.

Example 1 – A household contains a member who receives SSI. The household is currently using its actual shelter costs in place of the county shelter standard. No medical expenses or dependent care costs were declared. This case contains adequate information to determine the household’s current expenses.

Example 2 – No member of the household receives SSI benefits, and on the most recent application, the household declared a rent amount but no utility costs. This case does not contain adequate information to determine the household’s current expenses.

If additional information is needed to determine the household’s current expenses, the worker must use the attached notice with a *Notice of Action* (DCO-1) to request the needed information. See Attachment 2. The household will be allowed ten days to provide the requested information. If the information is not provided, the expense will be disallowed. The case will not be closed solely because the household failed to provide requested information about expenses.

When a household is converted from the SFSP to the regular Food Stamp Program prior to recertification, either the household’s actual utility costs or the utility standard will be used in the budget. Any costs incurred by the household for rent or mortgage payments, real estate taxes on the home or homeowner’s insurance will also be allowed as a shelter cost.

Based on the information provided by the household on the notice, the worker will determine if the household is entitled to use the utility standard of \$172 when the food stamp budget is calculated.

If the household is not entitled to the utility standard, the household’s actual declared utility expenses will be used in the budget. When actual utility costs are allowed, the telephone standard of \$25 must be used as the telephone cost if the household incurs a telephone expense.

If the household is entitled to the utility standard, the worker will determine if the household’s actual declared utility expenses (including the \$25 telephone standard for households that incur a telephone expense) amount to more than the utility standard of \$172. If yes, the actual utility costs will be used in the budget. If no, the utility standard will be used in the budget.

- d. **Issuance of Benefits** – A categorically eligible household with one or two members will always receive at least \$10 in food stamp benefits. Categorically eligible households with three or more members will receive a minimum benefit of \$2.00 only if the Thrifty Food Plan reduced by 30% of the household’s net income is at least \$1.00. If the benefit calculation is less than \$1.00, the household will not receive benefits and will be handled as an otherwise eligible household as explained in [FSC 8641](#).

- e. **Change Reporting Requirements** – Prior to conversion from the SFSP to the regular Program at recertification, SFSP cases will be subject only to the TEA reporting requirements. See TEA 10300 for an explanation of handling changes reported to the TEA worker.

Once a household is converted back to the regular Program, that household becomes subject to both the TEA reporting requirements and the Food Stamp Program reporting requirements. See [FSC 11100 – 11200](#) for an explanation of the food stamp reporting requirements.

If the household is being converted prior to recertification, the worker must issue to the household a *Change Report Form* (DCO-234) and a business reply mail (BRM) envelope.

If the household is being converted at recertification and will become subject to quarterly reporting as explained in [FSC 11510](#), the worker must issue to the households a copy of the pamphlet, *Food Stamp Quarterly Reporting* (Pub-360). The worker should briefly cover the information in the pamphlet with the household. Former SFSP households not subject to quarterly reporting will be given a *Change Report Form* (DCO-234) and a business reply mail (BRM) envelope. The worker should explain to the household the items to be reported for TEA purposes and the items to be reported for food stamp purposes.

- f. **Certification Periods** – At the time of conversion, the worker must note the household's certification period. If the last month in the certification period is October 2000 or later, the worker must shorten the certification period at the time of conversion. Enter the new ending month and year of certification via the automated system in use in your county. DO NOT REKEY THE BEGINNING MONTH OF CERTIFICATION.
- g. **Notices/Forms** – At the time the case is converted from the SFSP to the regular Food Stamp Program, the household must be notified of the change in reporting requirements. If the household's food stamp benefit amount will change, the household must be notified of this change. If the household will receive fewer benefits as the result of the change, the notice must act as an advance notice of adverse action. A notice has been prepared to use with the *Notice of Action* (DCO-1) to serve this function. See Attachment 3. At any recertification, the household must be issued a copy of the pamphlet, *Food Stamp Program, Your Rights and Your Responsibilities* (PUB-279). See [FSC 10540](#).

SHORTENING CERTIFICATION PERIODS

If a household participating in the SFSP has a certification period ending in October 2000 or later, that household's certification period must be shortened to end in September 2000 or earlier. Each county office will be allowed to determine how to schedule the recertifications for these households. A report was supplied to each county office accompanied by a memorandum of instruction. This report furnished the following information:

- Casehead Name
- Casehead SSN
- SFSP Code
- Categorical Eligibility Status Code
- Certification Beginning and Ending Dates

- TEA Amount

Copies of this report were maintained in the Food Stamp Section.

A second report will identify each household not classified as a SFSP household if the household meets the SFSP criteria and has been assigned a 12-month certification but is not subject to QR. This report, which

will only be generated once, is intended to help the county office identify cases that are being handled as SFSP cases even though the case is improperly coded. If the county is handling the case as a SFSP case, the coding must be corrected. If the certification period ends in July or later, the household's certification period should be shortened using the county office's predetermined criteria. If the household should not be classified as a SFSP case, the county office should determine if the household should have been assigned a 12-month certification period according to [FSC 8710](#). If not, the certification period should be shortened.

To shorten a certification period, the worker must enter the new ending month and year of certification. THE BEGINNING MONTH OF CERTIFICATION MUST NOT BE REKEYED.

On the night of the third workday, A *Notice of Expiration* (DCO-239) is automatically generated for all households with a certification period ending the following month. For example, on February 3, DCO-239s will be generated for all households with a certification period ending in March. If shortening the household's certification period means that a DCO-239 will not automatically be generated, the county office must manually prepare a DCO-239 to be issued to the household. See [FSC 11430](#) for additional information about shortening certification periods. See [FSC 10210](#) for instructions about completion of the DCO-239.

The DCO-239 and an application must be mailed to the household so that the household will receive the form any day of the next to last month of the shortened certification period. (Example – If the certification period ends in May, the household must receive a notice of expiration any day during the month of April.)

MAINTAINING SFSP RECORDS

All records pertaining to a household's participation in the SFSP must be maintained for three full years from the month of origin in either the food stamp case file or the TEA case file.

POLICY ISSUES

1. Changes Reported to the TEA Worker

Changes reported to the TEA worker are considered to be information known to the agency. These changes must be reflected in the food stamp case even if the household is subject to quarterly reporting. See [FSC 12300 to FSC 12330](#) for instructions on processing changes reported to the TEA worker and issuing notices to these households.

2. Special Payments

Any Employment Bonus ([FSC 5701.2](#)) must be counted in the food stamp budget in the month of anticipated receipt. Any Extended Support Transportation Payment ([FSC 5701.3](#)) must be counted in the food stamp budget in the month of anticipated receipt to the extent that the payment does not exceed the household's actual job-related costs of transportation. These rules apply to both quarterly reporting and occasional reporting households.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Directive

Issuance Number: FSC 00-14

Food Stamp Certification Manual

Issuance Date: 10-01-2002

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Basis of Issuance Chart

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Front Exhibit A	10/1/99	Exhibit A	10/1/00
Back Exhibit B	10/1/99	Exhibit B	10/1/00
Appendix D	1/1/00	Appendix D	10/1/00

Summary of Changes:

Effective October 1, 2000, maximum food stamp benefit amounts and income levels for household increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as follows:

1. Standard deduction remains \$134.
2. Standard utility allowance remains \$172.
3. Maximum excess shelter deduction changed to \$300; Aged/Disabled households have no limit on maximum excess shelter deduction.
4. The exclusion on licensed vehicles remains \$4650.

Aggregate allotment issued in September for October should be based on the 10-1-00 chart.

Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, Curtisteen.Brooks@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 01-10

Food Stamp Certification Manual

Issuance Date: 10-01-2001

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Basis of Issuance Chart

Summary of Changes:

Effective October 1, 2001, maximum food stamp benefit amounts and income levels for household increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as follows:

1. Standard deduction remains \$134.
2. Standard utility allowance will increase to \$195.
3. Maximum excess shelter deduction changed to \$354; Aged/Disabled households have no limit on maximum excess shelter deduction.
4. On [\[Appendix D\]](#), SSI Only-Individual will increase to \$531, SSA/SSI Individual will increase to \$551, SSI Only-Individual Reduced will increase to \$354, and SSA/SSI Individual Reduced will increase to \$374

Aggregate allotment issued in September for October should be based on the 10-1-01 chart.

See [Basis of Issuance p.1 FSC 01-10 10-01-01](#) and [Basis of Issuance p.2 FSC 01-10 10-01-01](#)

Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, Curtisteen.Brooks@arkansas.gov

Non-Categorically Eligible

EXHIBIT A		FOOD STAMP BENEFITS BASIS OF ISSUANCE							
		REGULAR HOUSEHOLDS				***AGED-DISABLED HOUSEHOLDS			
HOUSEHOLD SIZE	*PRETEST INCOME	*MAXIMUM NET INCOME	MAXIMUM BENEFITS	MINIMUM **BENEFITS	165% INCOME	HOUSEHOLD SIZE	*MAXIMUM NET INCOME	MAXIMUM BENEFITS	MINIMUM **BENEFITS
1	931	716	135	10**	1182	1	716	135	10**
2	1258	968	248	10**	1597	2	968	248	10**
3	1585	1183	356	2	2013	3	1183	356	2
4	1913	1471	452	10	2427	4	1471	452	10
5	2240	1723	537	20	2843	5	1723	537	20
6	2567	1975	644	52	3258	6	1975	644	52
7	2894	2226	712	44	3673	7	2226	712	44
8	3221	2478	814	70	4088	8	2478	814	70
9	3549	2730	916	97	4504	9	2730	916	97
10	3877	2982	1018	123	4920	10	2982	1018	123
11	4205	3234	1120	149	5336	11	3234	1120	149
12	4533	3486	1222	176	5752	12	3486	1222	176
13	4861	3738	1324	202	6168	13	3738	1324	202
14	5189	3990	1426	229	6584	14	3990	1426	229
15	5517	4242	1528	255	7000	15	4242	1528	255
16	5845	4494	1630	281	7416	16	4494	1630	281
17	6173	4746	1732	308	7832	17	4746	1732	308
18	6501	4998	1834	334	8248	18	4998	1834	334
19	6829	5250	1936	361	8664	19	5250	1936	361
20	7157	5502	2038	387	9080	20	5502	2038	387
21	7485	5754	2140	413	9496	21	5754	2140	413
22	7813	6006	2242	439	9912	22	6006	2242	439
23	8141	6258	2344	465	10328	23	6258	2344	465
24	8469	6510	2446	491	10744	24	6510	2446	491
25	8797	6762	2548	517	11160	25	6762	2548	517

EXHIBIT A			FOOD STAMP BENEFITS BASIS OF ISSUANCE						
26	9125	7014	2650	543	11576	26	7014	2650	543
27	9453	7266	2752	569	11992	27	7266	2752	569
28	9781	7518	2854	595	12408	28	7518	2854	595
29	10109	7770	2956	621	12824	29	7770	2956	621
30	10437	8022	3058	647	13240	30	8022	3058	647
* <u>REGULAR HOUSEHOLDS</u> are subject to gross income pretest and the maximum net income.									
<u>AGED/DISABLED HOUSEHOLDS</u> are subject only to the maximum net income limit for their household size.									
** <u>MINIMUM BENEFITS</u> - For one or two person households the minimum monthly benefit allotment is \$10.									
*** <u>INCAPACITATED/AGED - LIVING WITH OTHERS</u> - See [Policy FSC 1630] number 4.									
See reverse side for <u>CATEGORICAL ELIGIBLE</u> household (Exhibit B).									

Categorically Eligible

EXHIBIT B				FOOD STAMP BENEFITS BASIS OF ISSUANCE		
				Household Size	Maximum Benefits	Minimum ***Benefits
				1	135	10**
				2	248	10**
				3	356	1****
				4	452	1****
				5	537	1****
				6	644	1
				7	712	1
				8	814	1
				9	916	1
				10	1018	1
				11	1120	1
				12	1222	1
				13	1324	1
				14	1426	1

** 1 and 2 person households that are categorically eligible are entitled to at least \$10.

EXHIBIT B					FOOD STAMP BENEFITS BASIS OF ISSUANCE		
				15	1528	1	
				16	1630	1	
				17	1732	1	
				18	1834	1	
				19	1936	1	
				20	2038	1	
				21	2140	1	
				22	2242	1	
				23	2344	1	
				24	2446	1	
				25	2548	1	
				26	2650	1	
				27	2752	1	
				28	2854	1	
				29	2956	1	
				30	3058	1	
**** CATEGORICALLY ELIGIBLE HOUSEHOLDS do not have to meet regular households net income levels							
Categorically eligible households with three or more members will be entitled to benefits of at least \$2 if the Thrifty Food Plan reduced by 30% of their net income is at least \$1. (\$1.00 benefit allotments are automatically rounded to \$2.00 before issuance.							
See Categorically Eligible FSC Policy for details.							

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 02-02

Food Stamp Certification Manual

Issuance Date:02-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Employment and Training (E&T) Program

Introduction

Under a plan approved by the Department of Agriculture, Food and Nutrition Service (FNS), the Arkansas Department of Human Services (DHS) has contracted with the Arkansas Department of Workforce Education (DWE) to administer a Food Stamp E&T Program in three counties: Mississippi, St. Francis, and Union.

II. Program Description

The Department of Human Services, the agency responsible for administration of the Food Stamp Program, has contracted with the Arkansas Department of Workforce Education (DWE) to operate the Food Stamp E&T program in Mississippi, St. Francis and Union counties through local adult education centers and vocational-technical schools.

Participation in the Food Stamp E&T Program is voluntary. No individual will be penalized for failure or refusal to participate in the Food Stamp E&T Program.

III. County Office Responsibilities

A. Make Referrals

In Mississippi, St. Francis and Union counties, county office workers will refer to the local DWE office all food stamp recipients who are subject to the Requirement to Work (RTW). This includes all able-bodied, non-exempt individuals between the ages of 18 and 49. The following individuals are exempt from the RTW:

1. Anyone age 17 or younger.
2. Anyone age 50 or older.

3. Anyone medically certified as physically or mentally unfit for employment. This includes any individual who:
 - Meets the definition of disabled as provided in the [\[Glossary\]](#), definition of Aged/Disabled.
 - Receives services through Arkansas Rehabilitative Services.
 - Receives Worker's Compensation or sick pay benefits.
 - Receives a decision of disability from the Medical Review Team.
 - Provides a statement from a physician or licensed, certified psychologist indicating the cause of the disability and anticipated duration of the disability.
1. Any natural, adoptive or step-parent of a minor dependent child age 17 or younger so long as the dependent child lives with the parent. If both parents are in the home, then both parents are exempt under this provision. This provision also applies to individuals who are exercising parental control over a child age 17 or younger in the absence of a parent. If a couple (e.g., grandmother and grandfather) both exercise parental control, both individuals are exempt under this provision.
 2. Any pregnant woman - This exemption covers all trimesters of pregnancy. If the pregnancy is not obvious, verification may be requested from a medical professional such as a physician, a certified nurse midwife or an employee of the Health Department.
 3. - This includes:
 - Anyone who is responsible for the care of a dependent child under the age of 6 or an incapacitated person of any age.
 - Anyone who is receiving TEA cash assistance.
 - Anyone who is currently receiving unemployment benefits or anyone who has applied for unemployment benefits but is not yet receiving them;
 - Anyone who is participating in a drug addiction or alcoholism treatment and rehabilitation program on either an inpatient or outpatient basis;
 - Anyone who is employed and either working a minimum of 30 hours weekly or receiving weekly earnings equivalent to the federal minimum wage multiplied by 30; and
 - Any student age 18 or older who is attending a high school or an institution of post secondary education on at least a half-time basis or attending an institution of higher education on any basis.

B. Mailing Referrals

A *Food Stamp E&T Program Referral* (DCO-205) will be completed on each individual subject to the RTW and mailed to the Department of Workforce Education at the address shown below:

Mississippi County	Ms. Elizabeth Thompson Cotton Boll Technical Institute Adult Education Program P.O. Box 36 Burdette, AR 72321
St. Francis County	Mr. Walter Meals, III Crowley's Ridge Technical Institute Adult Education Program P.O. Box 925 Forrest City, AR 72336-0925
Union County	Ms. Patricia Bates South Arkansas Community College Adult Education Program P.O. Box 7010 El Dorado, AR 71731-7010

C. Continued Food Stamp Program Participation

After Food Stamp E&T Program participants become employed, DCO will attempt to assure that eligible households continue to receive food stamp benefits.

D. Authorizing Reimbursements

The only Food Stamp Program E&T expenditure that may be reimbursed directly to program participants is transportation. Each E&T participant will be eligible to receive reimbursement up to a maximum of \$25 per calendar month for transportation necessary to enable the individual to comply with required component activities.

Reimbursement for transportation will be based on actual expenses of \$.20 per mile or the actual costs (e.g., for bus service or transportation provider) up to a maximum of \$25 reimbursement per calendar month per participant (*NOTE: This reimbursement will not be counted as income in the food stamp budget. See [FSC 5411](#).*)

Reimbursements will be authorized by the DHS county office worker through the WISE system based on reports provided by DWE. Each time a reimbursement is to be authorized, the worker must check the client's mailing address displayed on WISE to be sure it is the current/correct one. The WISE mailing address can be corrected from INPS if necessary but this needs to be done before a reimbursement check is authorized.

To key transportation for an E&T case, the county office worker must go to RSRP, key the SSN of the individual to receive the reimbursement and <Enter>. This should bring in the Participant Name, County, and Category.

After that the worker must complete the following steps:

- Tab to Reason field and key T1.
- Tab to Mnth-Yr and key a numeric entry. (Example – Key January 2002 as 01-02.)

- Tab to Reim Amount and key 2500. (This equals \$25.00).
- Tab to COMP and key NCA.
- Tab to WA Cat and key FS.
- Tab to Provider # and key the letter C.
- <Enter>.

After the first enter, the message "Press Enter To Update Screen" will appear. <Enter> again to process the payment. If everything processes OK, the message "Update Complete" will appear.

IV. Contractor Responsibilities

The Department of Workforce Education (DWE) operates Arkansas' system of adult education centers, vocational schools and community colleges. Adult education centers, vocational schools and community colleges are partners in the state's 10 full-service one stops.

DWE will report to the Division of County Operations (DCO) on a monthly basis about slots offered, slots filled, attendance, completion, job placement, etc. The original report will be forwarded to the Manager, Food Stamp Program, Slot S335. A copy of the report will be maintained in the county office files in chronological order – by year and month.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 02-13

Food Stamp Certification Manual

Issuance Date:08-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Requirement to Work (RTW) Waivers - Annual Update

I. RTW Waivers Effective August 1, 2002

Effective August 1, 2002, the Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) in the following counties:

1. Arkansas County	16. Drew County	31. Newton County
1. Ashley County	16. Fulton County	31. Ouachita County
1. Baxter County	16. Grant County	31. Perry County
1. Boone County	16. Greene County	31. Phillips County
1. Bradley County	16. Hot Spring County	31. Poinsett County
1. Calhoun County	16. Independence County	31. Polk County
1. Chicot County	16. Izard County	31. Randolph County
1. Clay County	16. Jackson County	31. Searcy County

1. Cleveland County	16. Jefferson County	31. Sharp County
1. Columbia County	16. Lafayette County	31. St. Francis County
1. Conway County	16. Lawrence County	31. Union County
1. Cross County	16. Lee County	31. Van Buren County
1. Crittenden County	16. Lincoln County	31. Woodruff County
1. Dallas County	16. Mississippi County	
1. Desha County	16. Monroe County	

These waivers are effective until further notice.

II. Waiver Application

The RTW waivers apply to individual recipients who actually live in an area covered by a waiver. This statement remains true no matter which county a household selects as its service county under the alternate service provisions in [\[FSC 1301\]](#) – 1304. When a food stamp household actually lives in an area not covered by a waiver, the RTW will apply. However, if a food stamp household actually lives in an area covered by a waiver, the RTW will not apply. When a food stamp household physically moves into an area covered by an RTW waiver, household members will no longer be subject to the RTW.

III. Counties Where The RTW Waiver Is Being Continued

The RTW waiver will continue without interruption in the following areas:

1. Arkansas County	14. Drew County	27. Ouachita County
1. Ashley County	14. Greene County	27. Perry County
1. Boone County	14. Hot Spring County	27. Phillips County

1. Bradley County	14. IZard County	27. Poinsett County
1. Calhoun County	14. Jackson County	27. Randolph County
1. Chicot County	14. Jefferson County	27. Searcy County
1. Clay County	14. Lafayette County	27. Sharp County
1. Cleveland County	14. Lawrence County	27. St. Francis County
1. Columbia County	14. Lee County	27. Union County
1. Conway County	14. Lincoln County	27. Van Buren County
1. Cross County	14. Mississippi County	27. Woodruff County
1. Dallas County	14. Monroe County	
13. Desha County	14. Newton County	

No special actions are required in these counties.

IV. Counties Where An RTW Waiver Is Effective June 1, 2001

Effective August 1, 2002, the RTW waiver will apply either for the first time or after a break of one year in the following counties and cities:

Baxter County	Grant County
Crittenden County	Independence County
Fulton County	

These counties will no longer be required to apply exemptions to individuals who would have otherwise been disqualified for failure to comply with the RTW or to submit a report of exemptions to the Food Stamp Section.

V. Counties Where An RTW Waiver No Longer Applies

Until August 1, 2002, an RTW waiver applied in the following counties. Effective August 1, 2002, this waiver has ended.

Hempstead County
Howard County
Little River County
Logan County
Nevada County
Prairie County

These counties must resume applying RTW exemptions and submitting a monthly report of exemptions as explained in item VI below.

VI. Actions Required In Counties Where No RTW Waiver Applies

Unless a county is listed in item I of this directive as a county where an RTW waiver applies, the county must apply RTW exemptions as explained below and must report these exemptions to the Food Stamp Section.

FNS grants each state a certain number of RTW exemptions to be applied in areas not covered by a RTW waiver. The State of Arkansas has chosen to apply these exemptions across the board to all individuals who are subject to the RTW and reside in an area not covered by a RTW waiver.

In counties with no RTW waiver, whenever an application, quarterly report or reported change is processed, the worker must determine if any household member would be subject to sanction because of the RTW. (See [[FSC 3500](#)].) If so, that individual will be granted an exemption from the RTW requirement for a twelve-month period beginning with the month the exemption was granted. The decision to exempt an individual from the RTW and the month in which the exemption will end must be documented in the case record.

Exemptions will not be granted to:

- Individuals who are the parents of a minor child,
- Individuals who are disabled,
- Individuals who are younger than age 18 or older than age 49,

- Individuals who are exempt from the work registration requirements, or
- Individuals who are otherwise in compliance with the RTW because they are working at least 20 hours per week or participating in a job training program as specified in FSC 3500.

Counties must track each food stamp recipient granted a personal exemption from the RTW so that we can maintain an accurate record of these exemptions. The county may track this information manually or by using a PC based system. Any system devised should track, at a minimum, the name and social security number (SSN) of the exempted individual and the date of the exemption.

At the first quarterly report or recertification, whichever comes first, following the end of the 12-month exemption period, the worker will review the exempted individual's RTW status. If the individual is still subject to the RTW but has not complied with the RTW, another exemption will be granted to that individual.

Each month, the county must submit to the Food Stamp Section, Central Office, a report of the total number of personal RTW exemptions granted during the month. (It is not necessary to submit the names and SSNs of exempted individuals.) The report should be submitted by the 10th of each month for the prior calendar month. The report may be mailed or faxed to the Manager of the Food Stamp Program. The slot number for the Food Stamp Section is S335. The fax number in the Food Stamp Section is (501) 682-1469. The Manager's e-mail address is Georgia.Gilkey@mail.state.ar.us.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 02-15

Food Stamp Certification Manual

Issuance Date:10-01-2002

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Changes

Introduction

On May 13, 2002, the President signed Public Law 107 which includes the Food Stamp Program reauthorization. As a result of this law, several Food Stamp Program changes are effective October 1, 2002.

NOTE: These changes are made in addition to the normal NBI changes that occur on October 1 of each year.

Change 1 – The Standard Deduction – FSC 6300

Old Policy: The standard deduction was \$134 for all households.

New Policy: The standard deduction will vary according to household size. The new standard deduction amounts are:

Household size 1 \$134

Household size 2 \$134

Household size 3 \$134

Household size 4 \$134

Household size 5 \$147

Household size 6 and up \$168

The standard deduction amount will be adjusted each October at the time of the NBI.

Change 2 – Resource Limits for Aged/Disabled Households – FSC 4300

Old Policy: The resource limit was \$3,000 for all households with at least one member age 60 or older. For all other households, including households with disabled members, the resource limit was \$2,000.

New Policy: The resource limit will be \$3,000 for all households with at least one member who is either age 60 or older or disabled as defined in the [Glossary](#), definition of "Aged/Disabled Household."

Change 3 – Eligibility of Disabled Aliens – FSC 1621.1, item 3.

Old Policy: Any alien who was lawfully present in the United States on August 22, 1996, and who is currently receiving one of the disability benefits listed in the [Glossary](#), definition of "Aged/Disabled Household" may receive food stamp benefits indefinitely if otherwise eligible.

New Policy: Any alien who is lawfully present in the United States and who is currently receiving one of the disability benefits listed in the [Glossary](#), definition of "Aged/Disabled Household" may receive food stamp benefits indefinitely if otherwise eligible. *(There is no longer a requirement that the alien must have be present in the United States on August 22, 1996.)*

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 03-08

Food Stamp Certification Manual

Issuance Date: 07-01-2003

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Corrections and Clarifications

Summary of Changes:

1. [FSC 1300](#) – Added procedures for closing and transferring the food stamp case when a participating household moves from one county to another.
2. [FSC 1622.20](#) – Added two items: 1) Instructions for handling situations where an individual is disqualified based on a drug-related felony conviction but the charges are later dropped or the individual's record is expunged of the charges; and 2) a guide for imposing disqualifications for drug-related felony convictions.
3. [FSC 1623](#) – Added policy references to list of disqualification reasons.
4. [FSC 3600](#) – Updated to include information about the current E&T Program. (Incorporates PD FSC 03-03.)
5. [FSC 3610](#) – Added a statement to clarify that a DCO-260 must be issued to notify households when household members are subject to the work registration requirements.
6. [FSC 3620](#) – Added instructions for referring volunteers to the E&T Program. Added instructions for issuing a DCO-260 and DCO-205 to advise households when members have been work registered and/or referred to the E&T Program.
7. [FSC 3630](#) – Revised section to provide information about reimbursement to E&T Program participants.
8. [FSC 3631](#) – Added new section that contains information about authorizing transportation reimbursements only. Revised instructions for keying transportation reimbursements to refer to Wise Online Help.
9. [FSC 3650](#) – Added new section that contains instructions for advising E&T Program worker when food stamp case containing an E&T participant closes or when an E&T participant is removed from a food stamp household.

10. [FSC 4450](#) – Under item 6, added information about excluding payments to the children of women who are Vietnam veterans if that individual has one or more covered birth defects. Under item 14, corrected the provisions for exclusion of earned income tax credits.
11. [FSC 4600](#) – Earned income tax credits are no longer listed as an example of a countable resource.
12. [FSC 5405](#) – Added a new item 12 that contains information about excluding payments to the children of women who are Vietnam veterans if that individual has one or more covered birth defects. (All following items were renumbered.)
13. [FSC 5410](#) – Added information to clarify that all SSI recoupments will be excluded as income in the food stamp budget because SSA currently has no method of classifying overpayments as intentional program violations.
14. [FSC 5412](#) – Added information to clarify that benefits excluded as income in the third-party beneficiary's food stamp budget must be counted as income in the intended beneficiary's food stamp budget if both households receive food stamp benefits.
15. [FSC 6100](#) – Updated paragraph 2 to remove information about the amount of the standard deduction.
16. [FSC 6300](#) – Updated the section to incorporate PD FSC 02-15 which mandated different standard deductions for different household sizes.
17. [FSC 6610](#) – Portions of this section have been rewritten to clarify that shelter costs incurred by food stamp households may be allowable even if the household has not paid this cost.
18. [FSC 8130](#) – Added information to item 9 to clarify that complete food stamp applications should be registered no later than the end of the first working day after the date the application was received. Revised item 12 to reflect that Food Stamp Nutrition Education is not currently offered in all counties in the state.
19. [FSC 8142](#) – Added information about handling applications when the applicant moves to another county after the application is registered but before it is approved.
20. [FSC 8504](#) – Revised this policy to incorporate the use of 002, 003, 004, or 005 denial codes when applications that may be reinstated are denied.
21. [FSC 8505](#) – Added a new item 2 about explaining the use of EBT to access food stamp benefits.
22. [FSC 9200](#) – Updated the policy.
23. [FSC 9300](#) – Revised policy to:
 - Include instructions for screening certain applications for recertification.
 - Remove instructions for shortening the certification period, which is no longer allowed.
 - Expand the instructions for determining income, resources, and shelter costs during screening
 - Add instructions for screening for expedited services using the Request for Assistance
24. [FSC 9321](#) – Added instructions for documenting on the Request for Assistance when the household is not entitled to expedited service.
25. [FSC 9323](#) – Updated instructions for determining non-receipt of benefits when an applicant has moved to Arkansas from another state.

26. [FSC 9325](#) – Updated the instructions for use of the expedited indicator. Retitled section as “Tracking Expedited Applications.”
27. [FSC 9400](#) – Added a phrase to clarify how type “L” applications are tracked.
28. [FSC 9410](#) – Added a statement about reclassifying applications if the worker finds the household is not entitled to expedited service.
29. [FSC 9420](#) – Updated the language about changing the expedited indicator when a second appointment is scheduled for an expedited applicant.
30. [FSC 9442](#) – Updated the policy to show that household members who wish to participate must supply an SSN.
31. [FSC 9443](#) – Added instructions for referring appropriate individuals to the E&T Program in E&T counties.
32. [FSC 9444](#) – Updated the section to reflect current citizenship policy.
33. [FSC 9445](#) – Updated the resource chart.
34. [FSC 12330](#) – Revised last paragraph to incorporate information about issuing a request for contact instead of shortening the household’s certification period.
35. [FSC 14132](#) – Added instructions for use of DCO-238, Declaration of Food Loss.
36. [FSC 14320](#) – Added a “NOTE” to clarify that the PIN remains the same when a new EBT card is requested unless the household also requests a new PIN.
37. [FSC 14350](#) – Added a reference FSC 15810 where instructions are provided for canceling benefits to avoid an overpayment.
38. [FSC 14400](#) – Added instructions for handling situations where a household may incur a loss due to the county office’s failure to correctly handle the household’s report of a lost or stolen EBT card.
39. [FSC 14800](#) – Revised information to state that all EBT conversions to food stamp coupons will be handled in the Central Office EBT Unit.

Inquiries to:

Betty Helmbeck, Food Stamp Section, 501-682-8284, Betty.Helmbeck@mail.state.ar.us

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 03-14

Food Stamp Certification Manual

Issuance Date: 10-01-2003

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Basis of Issuance

Summary of Changes:

Effective October 1, 2003 maximum food stamp benefit amounts and income levels for households increase as indicated on the attached [Basis of Issuance Charts](#). See also the revised [\[Appendix D\]](#), Current Standards.

Budget deductions will change as follows:

1. Standard deduction will remain \$134 for household sizes 1, 2, 3 and 4.
2. Household size 5 will change from \$147 to \$149.
3. Household size 6 and up will change from \$168 to \$171.
4. Standard utility allowance will remain \$212.
5. Maximum excess shelter deduction will change from \$300 to \$378. Aged/Disabled households have no excess shelter deduction limit.

Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, Curtisteen.Brooks@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 04-02

Food Stamp Certification Manual

Issuance Date: 01-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Employment and Training (E&T) Program

Summary of Changes:

Under a plan approved by the Department of Agriculture, Food and Nutrition Service (FNS), the Arkansas Department of Human Services (DHS) will continue to contract with the Arkansas Department of Workforce Education (DWE) to administer a Food Stamp E&T Program in the following counties:

1. Benton	8. Garland	15. Mississippi
2. Cleburne	9. Grant	16. Pope
3. Craighead	10. Hempstead	17. Pulaski
4. Crawford	11. Independence	18. St. Francis
5. Crittenden	12. Jefferson	19. Union
6. Drew	13. Lee	20. Washington
7. Faulkner	14. Miller	21. White

Reimbursement Changes

Effective 12-01-03, reimbursement for mileage will increase from \$.29 cents per mile to \$.31 per mile. This means mileage traveled on or after 12-01-03 will be reimbursed at \$.31 per mile. Mileage traveled before 12-01-03 will be reimbursed at \$.29 per mile. Actual costs (e.g., for bus service or transportation provider) may still be reimbursed, and the maximum monthly reimbursement for an E&T participant continues to be \$285.00 per calendar month. (This includes all reimbursements - transportation, books, tuition, etc.)

Addresses

An updated address list is attached. The E&T Coordinators' names, addresses, telephone numbers, fax numbers and e-mail addresses are provided on this list.

FOOD STAMP EMPLOYMENT AND TRAINING PROGRAM ADDRESSES

County: Benton Ms. Ann Lambert, E&T Coordinator Northwest Arkansas Community College Adult Education Program Mailing Address: One College Drive Bentonville, AR 72712 Business: 479-986-6930 Business Fax: 479-986-6933 E-mail: alambert@nwacc.edu	County: Crittenden Ms. Melissa Chun, E&T Coordinator Mid-South Community College Adult Education Program Mailing Address: 2000 West Broadway West Memphis, AR 72301 Business: 870-733-6760 Business Fax: 870-733-6799 E-mail: mchun@midsouthccc.edu
County: Cleburne Mr. Peter Farhatt, E&T Coordinator Foothills Technical Institute Adult Education Program Mailing Address: P.O. Box 909 Searcy, AR 72143 Business: 501-207-4053 Business Fax: 501-268-0263 E-mail: pfarhatt@foothills.tech.ar.us	County: Drew Ms. Arlicia Thompson, E&T Coordinator Monticello School District Adult Education Center Mailing Address: 809 Hwy 278 East Monticello, AR 71655 Business: 870-367-4070 Business Fax: 870-367-4071 E-mail: thompsonarlicia@hotmail.com
County: Craighead Mr. Keith Little, E&T Coordinator Jonesboro School District Adult Education Center Mailing Address: 613 North Fisher Jonesboro, AR 72491 Business: 870-933-5896 Business Fax: 870-933-5889 E-mail: littlek@adulthooded.jps.k12.ar.us	County: Faulkner Ms. Carol Zabel, E&T Coordinator Conway School District Adult Education Program Mailing Address: 615 Robins Street Conway, AR 72032 Business: 501-450-4810 Business Fax: 501-450-4818 E-mail: czabel@conwaycorp.net Website: http://www.caec.org

<p>County: Crawford Mr. Patrick McClelland, E&T Coordinator Van Buren School District Crawford County Adult Education Program Mailing Address: 605 Alma Blvd. Circle Van Buren, AR 72956 Business: 501-471-0019 Business Fax: 501-471-0021 E-mail: pisesiii@hotmail.com</p>	<p>County: Garland Ms. Karen Adams, E&T Coordinator National Park Community College Adult Education Program Mailing Address: 101 College Drive Hot Springs, AR 71913 Business: 501-760-4339 Business Fax: 501-767-0224 E-mail: blinsky@npcc.edu</p>
<p>County: Grant Ms. Summer Scott, E&T Coordinator Sheridan School District Grant County Adult Education Program Mailing Address: 106 North Oak Sheridan, AR 72150 Business: 870-942-4402 Business Fax: 870-942-5503 E-mail: summerscott@sheridanschools.org</p>	<p>County: Lee Ms. Sandra Taylor, E&T Coordinator Crowley's Ridge Technical Institute Adult Education Program Mailing Address: P.O. Box 925 Forrest City, AR 72336-0925 Business: 870-633-5411 Business Fax: 870-633-9328 E-mail: sandra@crti.tec.ar.us</p>
<p>County: Hempstead Mrs. Elicha Hunt, E&T Coordinator Hope School District Adult Education Program Mailing Address: 601 West 6th Street Hope, AR 71801 Business: 870-722-2744 Business Fax: 870-722-2745 E-mail: elichamhunt@hotmail.com</p>	<p>County: Miller Ms. Jean Works, E&T Coordinator \Texarkana School District Adult Education Program Mailing Address: 3512 Grand Texarkana, AR 71854 Business: 870-774-8545 Business Fax: 870-772-7952 E-mail: rjworks@txk.k12.ar.us</p>
<p>County: Independence Ms. Connie Lawrence, E&T Coordinator University of Arkansas Community College at Batesville Adult Education Program Mailing Address: P.O. Box 3350 Batesville, AR 72503 Business: 870-612-2085 Business Fax: 870-793-4988 E-mail: clawrence@uaccb.edu</p>	<p>County: Mississippi Ms. Murlene Walker, E&T Coordinator Arkansas Northeastern College Adult Education Program Mailing Address: P.O. Box 1190 Blytheville, AR 72316-1109 Business: 870-762-1020 Business Fax: 870-838-7675 E-mail: dia@arkansas.net</p>

<p>County: Jefferson Ms. Monica Samuels, E&T Coordinator SouthEast Arkansas (SEARK) College Adult Education Program Mailing Address: 1900 Hazel Street Pine Bluff, AR 71603 Business: 870-543-5915 Business Fax: 870-543-5951 E-mail: msamuels@seark.edu</p>	<p>County: Pope Mr. Mark Plumb, E&T Coordinator Russellville School District Adult Education Program Mailing Address: P.O. Box 928 Russellville, AR 72801 Business: 479-968-5244 Business Fax: 479-968-6081 E-mail: etprogram@yahoo.com</p>
<p>County: Pulaski Ms. Tami Caron, E&T Coordinator Pulaski County Special School District Adult Education Program Mailing Address: 4300 Haywood St. North Little Rock, AR 72117 Business: 501-945-6055 Business Fax: 501-864-7180 E-mail: etcoordinator@hotmail.com</p>	<p>County: Washington Ms. Juanita Moore, E&T Coordinator Northwest Technical Institute Adult Education Program Mailing Address: P.O. Box 2000 Springdale, AR 72765 Business: 501-751-8824 Business Fax: 501-750-7272 E-mail: jmoore@nti.tec.ar.us</p>
<p>County: St. Francis Ms. Sandra Taylor, E&T Coordinator Crowley's Ridge Technical Institute Adult Education Program Mailing Address: P.O. Box 925 Forrest City, AR 72336-0925 Business: 870-633-5411 Business Fax: 870-633-9328 E-mail: sandra@crti.tec.ar.us</p>	<p>County: White Mr. Peter Farhatt, E&T Coordinator Foothills Technical Institute Adult Education Program Mailing Address: P.O. Box 909 Searcy, AR 72143 Business: 501-207-4090 Business Fax: 501-268-0263 E-mail: pfarhatt@foothills.tech.ar.us</p>
<p>County: Union Ms. Paula Pratt, E&T Coordinator South Arkansas Community College Adult Education Program Mailing Address: P.O. Box 7010 El Dorado, AR 71731-7010 Business: 870-862-8131 Ext. 182 Business Fax: 870-864-7180 E-mail: pprat@southark.edu</p>	

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 04-03

Food Stamp Certification Manual

Issuance Date: 04-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: List of Forms Added as Appendix A, List of Current Directives, etc. – Updated to show current directives and the appendices.

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Tables of Contents		Tables of Contents	04/01/04
None		Appendix A	04/01/04

Summary of Changes:

The Tables of Contents for each section have been updated. The date of each section has been added to the Tables of Contents. You may use the Tables of Contents as a checklist.

A list of current directives, list of current appendices, and a list of 2003 policy issuances has been included with the Tables of Contents. You may use these lists to insure that your manual contains only the correct information.

A new list of forms is provided as the new [Appendix A](#). This list provides the following information:

- Form number
- Form name
- Revision date
- Use
- How to access the form

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Directive

Issuance Number: FSC 04-04

Food Stamp Certification Manual

Issuance Date: 04-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Allowable Costs

Pages to be Deleted:	Pages to be Added:
Front 6626.2 to 6627	6626.2 to 6627
Back 6627 to 6700	6627 to 6700
Front 6700 to 6700	6700 to 6700
Back 6700 to 6710	6700 to 6710
Front 6710 to 6722	6710 to 6722
Back 6723 to 6730	6723 to 6730
Front 6800 to 6800	6800 to 6800
Back 6800 to 6800	6800 to 6800

Summary of Changes:

FSC 6700 - This section was updated to include additional examples of expenses that are not allowable even if the cost is incurred by the household.

FSC 6710 - The policy was revised so that rent "paid in advance" will now be an allowable shelter cost.

FSC 6800 - The chart was updated to reflect the current policies for allowing standard deductions and dependent care costs.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 04-09

Food Stamp Certification Manual

Issuance Date: 07-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Requirement to Work (RTW) Waivers - Annual Update

Summary of Changes:

Effective July 1, 2004, the Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) in the following counties:

1. Arkansas	16. Grant	31. Ouachita
2. Ashley	17. Greene	32. Perry
3. Baxter	18. Hot Spring	33. Phillips
4. Bradley	19. Independence	34. Poinsett
5. Calhoun	20. Izard	35. Polk
6. Chicot	21. Jackson	36. Prairie
7. Clay	22. Jefferson	37. Pulaski
8. Cleveland	23. Lawrence	38. Randolph
9. Craighead	24. Lee	39. Searcy
10. Crittenden	25. Lincoln	40. Sharp
11. Cross	26. Lonoke	41. St. Francis
12. Dallas	27. Marion	42. Stone
13. Desha	28. Mississippi	43. Union
14. Drew	29. Monroe	44. Van Buren
15. Fulton	30. Newton	45. White
		46. Woodruff

These waivers are effective until further notice.

WAIVER APPLICATION

The RTW waivers apply to individual recipients who actually live in an area covered by a waiver. This statement remains true no matter which county a household selects as its service county under the

alternate service provisions in FSC 1301 – 1304. When a food stamp household actually lives in an area not covered by a waiver, the RTW will apply. However, if a food stamp household actually lives in an area covered by a waiver, the RTW will not apply. When a food stamp household physically moves into an area covered by an RTW waiver, household members will no longer be subject to the RTW.

Participation in the E&T Program is in no way related to waiver or non-waiver status.

If any county has an E&T Program operating, the county office workers must refer all food stamp participants who are subject to the RTW to the E&T Program regardless of whether: A) the county has an RTW waiver OR B) a personal exemption has been granted to this individual.

Other participants who are subject to the work registration requirements but not the RTW may be referred if they volunteer.

COUNTIES WHERE AN RTW WAIVER IS BEING CONTINUED

No special actions are required in these counties where the waiver is continued without interruption.

COUNTIES WHERE AN RTW WAIVER IS EFFECTIVE JULY 1, 2004

This year there are no counties where an RTW waiver will be effective for the first time or after a break of one year.

COUNTIES WHERE AN RTW WAIVER NO LONGER APPLIES

Until July 1, 2004, an RTW waiver applied in the following counties. Effective July 1, 2004, this waiver has ended.

1. Conway	2. Lafayette
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These counties must resume applying RTW exemptions and submitting a monthly report of exemptions as explained in item VI below.

ACTIONS REQUIRED IN COUNTIES WHERE NO RTW WAIVER APPLIES

There is no RTW waiver in the following counties:

1. Benton	11. Garland	21. Nevada
2. Boone	12. Hempstead	22. Pike
3. Carroll	13. Howard	23. Pope
4. Clark	14. Johnson	24. Saline
5. Cleburne	15. Lafayette	25. Scott
6. Columbia	16. Little River	26. Sebastian
7. Conway	17. Logan	27. Sevier
8. Crawford	18. Madison	28. Washington
9. Faulkner	19. Miller	29. Yell
10. Franklin	20. Montgomery	

These counties must apply RTW personal exemptions as explained below and must report these exemptions to the Food Stamp Section.

FNS grants each state a certain number of RTW exemptions to be applied in areas not covered by a RTW waiver. The State of Arkansas has chosen to apply these exemptions across the board to all individuals who are subject to the RTW and reside in an area not covered by a RTW waiver.

In counties with no RTW waiver, whenever an application, semi-annual report or reported change is processed, the worker must determine if any household member would be subject to sanction because of the RTW. (See FSC 3500.) If so, that individual will be granted an exemption from the RTW requirement for a twelve-month period beginning with the month the exemption was granted. The decision to exempt an individual from the RTW and the month in which the exemption will end must be documented in the case record.

Exemptions will not be granted to:

- Individuals who are the parents of a minor child,
- Individuals who are disabled,
- Individuals who are younger than age 18 or older than age 49,
- Individuals who are exempt from the work registration requirements, or
- Individuals who are otherwise in compliance with the RTW because they are working at least 20 hours per week or participating in a job training program as specified in FSC 3500.

Counties must track each food stamp recipient granted a personal exemption from the RTW so that we can maintain an accurate record of these exemptions. The county may track this information manually or by using a PC based system. Any system devised should track, at a minimum, the name and social security number (SSN) of the exempted individual and the date of the exemption.

At the first semi-annual report or recertification, whichever comes first, following the end of the 12-month exemption period, the worker will review the exempted individual's RTW status. If the individual is still subject to the RTW but has not complied with the RTW, another exemption will be granted to that individual.

Each month, the county must submit to the Food Stamp Section, Central Office, a report of the total number of personal RTW exemptions granted during the month. (It is not necessary to submit the names and SSNs of exempted individuals.) The report should be submitted by the 10th of each month for the prior calendar month. The report may be mailed or faxed to the Manager of the Food Stamp Program. The slot number for the Food Stamp Section is S335. The fax number in the Food Stamp Section is (501) 682-1469. The Manager's e-mail address is Georgia.Gilkey@arkansas.gov.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 04-15

Food Stamp Certification Manual

Issuance Date: 10-01-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Basis of Issuance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Food Stamp Basis of Benefit Issuance	10/01/03	Food Stamp Basis of Benefit Issuance	10/01/04
Appendix D	01/01/04	Appendix D	10/01/04

Summary of Changes:

Effective October 1, 2004 maximum food stamp benefit amounts and income levels for households increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as follows:

1. Standard deduction will remain **\$134** for household sizes 1, 2, 3 and 4.
2. Household size 5 will change from \$149 to **\$153**.
3. Household size 6 and up will change from \$171 to **\$175**.
4. Standard utility allowance will increase to **\$229**.
5. Maximum excess shelter deduction will change from \$378 to **\$388**. Aged/Disabled households have no excess shelter deduction limit.

Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, Curtisteen.Brooks@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 04-18

Food Stamp Certification Manual

Issuance Date:10-15-2004

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Accepting Faxed Applications

Faxed applications or Requests for Assistance (DCO-215) will be accepted as valid applications in the Food Stamp, Medicaid and TEA Programs.

When a faxed application is received, the application date will be the date the fax is received. Caseworkers should request that the client provide the original application form. However, no application will be denied or delayed for approval due to non-receipt of the original form.

The faxed application must contain the applicant's name, address and signature of the applicant, authorized representative or a responsible household member. If the faxed application is not signed, it will be returned for signature. The date of application will be the date the signed application is received.

If any information, including the signature, on the faxed application is not legible, the caseworker will follow up with the applicant to secure a legible form, either through fax or mail. The date the original illegible fax was received will be the date of application.

Applications received in the wrong office will be faxed by the receiving office to the correct location the day of receipt. The original date of receipt will be preserved as the date of application.

Inquiries to:

Jack Tiner, 501-682-8259

Betty Helmbeck, 501-682-8284

Gerry Reed, 501-682-8253

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Directive

Issuance Number: FSC 05-01

Food Stamp Certification Manual

Issuance Date: 01-15-2005

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Appendix D

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	10/01/04	Appendix D	01/01/05

Summary of Changes:

The Appendix D have been updated to provide the maximum SSI payments and Medicare premium effective 01/01/05.

Current SSI Maximum Payments

- SSI Only-Individual will increase to \$579
- SSA/SSI-will increase to \$599
- SSI Only-Individual Reduced will increase to \$386
- SSA/SSI Individual Reduced will increase to \$406

Current Medicare Premium-\$78.20

Inquiries to:

Erica Scott, Food Stamp Section, (501) 682-8286 Erica.Scott@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 05-02

Food Stamp Certification Manual

Issuance Date: 03-01-2005

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program-Exclusion of Combat Pay

LEGAL AUTHORITY

On December 8, 2004, the President signed the Consolidated Appropriations Act, 2005, Public Law 108-447. This law contains a provision that excludes from consideration as income in the Food Stamp Program additional pay received by military personnel as a result of deployment to a combat zone. Public Law 108-447 reads in pertinent part:

“Notwithstanding section 5(d) of the Food Stamp Act of 1977, any additional payment received under chapter 5 of title 37, United States Code, by a member of the United States Armed forces deployed to a designated combat zone shall be excluded from household income for the duration of the member’s deployment if the additional pay is the result of deployment to or while serving in a combat zone, and it was not received immediately prior to serving in the combat zone.”

Due to legislative requirement, this policy is retroactive to October 1, 2004.

DEFINITIONS

A. Combat Pay

The definition of combat pay under Public Law 108-447 is: Any additional payment received...by a member of the United States Armed forces deployed to a designated combat zone...if the additional pay is the result of deployment to or while serving in a combat zone, and it was not received immediately prior to serving in the combat zone.

The law also stipulates that the additional combat pay must be received under chapter 5 of title 37, United States Code. Combat pay received under this law includes:

SECTION OF THE LAW	TYPE OF PAY
§ 301	Incentive pay: hazardous duty
§ 305	Special pay: hardship duty pay
§ 310	Special pay: duty subject to hostile fire or imminent danger

B. Combat Zones

Combat zones are designated by law or by executive order. See Attachment I for a list of designated combat zones.

C. Establishing Deployment to a Combat Zone

Deployment to a combat zone may be established by any of the following methods:

- Public record – Frequently, entire units are deployed to a combat zone and the deployment is a matter of public record. In this case, it would only be necessary to document in the case record pertinent information about the deployment –e.g., the name of the deployed household member and his or her relationship to the head of the household, the name of the unit, and the date of deployment.
- Copies of orders issued to the deployed household member by the military.
- A copy of the deployed household member’s Leave and Earnings Statement (LES). When the household back home has a copy of the LES, it will identify combat pay being received and may be used by the household to establish deployment to a combat zone.

INSTRUCTIONS FOR EXCLUDING COMBAT PAY

A. Existing Policy

Under existing policy FSC 5702, allotments from a member of the U.S Armed Forces to a dependent are counted as unearned income. Under existing policy FSC 5300, money deposited in a joint account by an absent household member is counted as unearned income if the household member has access to the account. Under existing policy FSC 5705, contributions are recurring payments received by a household member from a relative, friend or organization.

When a household member who is a member of the armed services is called to active duty and as a result leaves the household, workers have been counting as income:

- Allotments paid to a dependent,
- Amounts deposited into a joint checking account, and
- Contributions sent directly to the household.

Regardless of the arrangement made by the absent family member for his or her military pay, only that portion of the military pay to which the household has access is counted when determining the household’s income for food stamp purposes.

B. New Policy

Under the new policy DHS county office workers will continue to count the same types of payments as unearned income when a household member has been deployed to a combat zone as a member of the U.S. Armed Forces.

However, as a result of the above noted changes in the law, county office workers will now be required to determine if any part of the countable income received by the food stamp household from a member of the U.S. armed forces who has been deployed to a combat zone should be excluded as combat pay.

Often the household will have access to a military Leave and Earnings Statement (LES) that indicates the amount of combat pay being received by the military person. When the food stamp household has the military person's LES, this statement can be used to establish the amount of combat pay to be excluded when the food stamp budget is run.

If the household does not have access to the LES, the county office worker will

1. Establish, for food stamp purposes, the amount of the military person's pay that was actually available to the household prior to the deployment of the military person to a designated combat zone. If the military person was a member of the food stamp household prior to deployment, this will be his or her net military pay. If the military person was not a member of the household prior to deployment, this is the amount made available to the household prior to deployment. (See the NOTE below in regard to National Guard and Reservists called up for active duty.)
2. Next, determine the amount of the deployed person's military pay that he or she is currently making available to his or her family.
3. Last, determine if there has been a change in the amount made available to the deployed person's household and:
 - If the amount of military pay made available to the household is equal to or less than the amount the household was receiving prior to deployment, continue to count the same amount in the food stamp budget; OR
 - If the amount of military pay made available to the household has increased, exclude that portion of the military pay that exceeds the amount the household was receiving prior to his or her deployment.

If benefits are calculated and the household subsequently provides an LES to the DHS county office worker, the worker will allow the household to choose whether to continue using the amount calculated by the DHS county office worker as excluded combat pay or to begin excluding the actual combat pay as established by the LES.

C. National Guard or Reserve Deployment

When members of a National Guard Unit or a Reserve Unit are "called up", the Unit is not immediately deployed. Before deployment, the military person must be activated. This means that the individual is added to the military payroll. Usually, there is also a period of specialized training. So, for the purposes of determining the amount of combat pay to exclude, the worker must use the income received by the

household in the month prior to deployment to a combat zone and NOT the income received by the household prior to the “call-up.”

D. Effective Date of the Policy

This policy is retroactive to 10-01-04.

For initial applicants, this income exclusion will be applied when the application is processed. For affected households that are currently participating in the Food Stamp Program, the income exclusion will be applied at the next semi-annual report, reported change, or recertification, whichever occurs first. However, if any affected household contacts the DHS county office to request that combat pay be excluded, the request will be honored within 10 days of the date of the request.

E. Restoration of Benefits

If any household lost benefits on or after 10-01-04 due to an increase in income attributed to the receipt of combat pay, the DHS county office must restore those lost benefits to the household at the time the income exclusion is first calculated. See FSC 13310 for instructions on authorizing a restoration.

F. ANSWER Instructions

If the service member is not included in the household, then the income would be entered as a MILITARY ALLOTMENT and an adjustment reason of COMBAT PAY will be entered for the amount to be excluded. (Even if the service member deposits income into a joint account thus making his or her income available to the food stamp household, the income will be entered to ANSWER as a MILITARY ALLOTMENT. This will insure that ANSWER handles the excluded combat pay correctly.)

If the service member is present in the household (e.g., has just returned from a combat zone and is still in receipt of combat pay), then the income would be entered to ANSWER as SALARY-WAGES and an adjustment reason of combat pay will be entered for the amount to be excluded.

ATTACHMENT I

COMBAT ZONES

BY EXECUTIVE ORDER 12744 (EFFECTIVE 17 JAN 1991)

Arabian Sea Portion that lies North of 10 degrees North Latitude and West of 68 degrees East Longitude including:

- Bahrain
- Gulf of Aden
- Gulf of Oman
- Iraq
- Kuwait
- Persian Gulf
- Qatar
- Oman
- Red Sea
- Saudi Arabia
- United Arab Emirates

IN DIRECT SUPPORT OF EXECUTIVE ORDER 12744

- Turkey (effective 1 Jan 2003)
- Israel (effective 1 Jan 2003)
- Jordan (effective 19 Mar 2003)

BY EXECUTIVE ORDER 13239 (EFFECTIVE 19 SEP 2001)

- Afghanistan

IN DIRECT SUPPORT OF EXECUTIVE ORDER 13239

- Pakistan (effective 19 Sep 2001)
- Tajikistan (effective 19 Sep 2001)
- Jordan (effective 10 Sept 2001)
- Incirlik AFB Turkey (effective 21 Sep 2001)
- Kyrgyzstan (effective 1 Oct 2001)
- Uzbekistan (effective 1 Oct 2001)
- Phillipines (applies only to troops with orders that reference OEF – effective 9 Jan 2002)
- Yemen (effective 10 Apr 2002)
- Djibouti (effective 1 Jul 2002)

BY EXECUTIVE ORDER 13119 (EFFECTIVE 24 MAR 1999)

BY PUBLIC LAW 106-21 ESTABLISHING KOSOVO AS QUALIFIED HAZARDOUS DUTY AREA (EFFECTIVE 24 MARCH 1999)

- The Federal Republic of Yugoslavia (Serbia/Montenegro)
- Albania
- The Adriatic Sea
- The Ionian Sea north of the 39th parallel

PUBLIC LAW 104-117 ESTABLISHING A QUALIFIED HAZARDOUS DUTY AREA (EFFECTIVE NOV 1995)

- Bosnia
- Herzegovina
- Croatia
- Macedonia

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Directive

Issuance Number: FSC 05-04

Food Stamp Certification Manual

Issuance Date: 02-01-2005

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Revised DCO-1, Notice of Action, Revised PUB-279, Food Stamp Program, Rights and Responsibilities

Pages to be Deleted:	Date:	Pages to be Added:	Date:
DCO-1	07/97	DCO-1	02/05
PUB-279	12/03	PUB-279	02/05

Summary of Changes:

1. DCO-1-The DCO-1 has been updated and information about how to contact Arkansas Legal Services has been added to the form.
2. PUB-279-Information about how to contact Arkansas Legal Services has been added to this pamphlet.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Directive

Issuance Number: FSC 05-13

Food Stamp Certification Manual

Issuance Date: 10-01-2005

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Basis of Issuance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Food Stamp Basis of Benefit Issuance	10/01/04	Food Stamp Basis of Benefit Issuance	10/01/05
Appendix D	01/01/04	Appendix D	10/01/05

Summary of Changes:

Effective October 1, 2005 maximum food stamp benefit amounts and income levels for households increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as follows:

1. Standard deduction will remain \$134 for household sizes 1, 2, 3 and 4.
 - a) Household size 5 will change from \$153 to \$157.
 - b) Household size 6 and up will change from \$175 to \$179.
2. Standard utility allowance will increase to \$240.
3. Maximum excess shelter deduction will change from \$388 to \$400.
 - a) Aged/Disabled households have no excess shelter deduction limit.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284.

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 06-11

Food Stamp Certification Manual

Issuance Date: 07-01-2006

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program – Recertification Changes

Introduction

New procedures for recertification of Food Stamp Program participants will be implemented in August 2006. The new procedures will include:

- A new *Application for Recertification* (DCO-268) has been designed. This form will be used to re-determine food stamp eligibility at the time of recertification. It may also be used to re-determine Medicaid eligibility if a household member receives Medicaid.
- A recertification packet including an *Application for Recertification* (DCO-268), a notice of expiration, an explanation of the household's rights & responsibilities, and a list of required verification will be sent directly to the food stamp household.
- When the household returns the DCO-268, a DCO county office worker will schedule an appointment for an interview using the *Notice of Food Stamp Recertification Appointment* (DCO-286).
- Telephone interviews will be conducted at recertification unless a face-to-face interview is requested.
- If the household misses their scheduled interview, a *Notice of Missed Appointment* (DCO-269) will be issued.

POLICY CHANGES

Revisions have been made to FSC 10000 and were issued via Manual Transmittal FSC 06-05 dated July 1, 2006. The entire section was reissued to accommodate these changes. Major changes include:

- The revised policy explains the use of a recertification packet containing an *Application for Recertification*, a notice of expiration, and other information.
- The policy has been revised to state that no appointment for an interview will be scheduled until the household returns their *Application for Recertification* and to provide guidelines for scheduling interviews when a household returns an *Application for Recertification*.

- The policy has been revised to provide instructions for conducting telephone interviews at recertification.
- The policy has been revised to provide a definition of a failure to participate in a telephone interview and instructions for issuing a *Notice of Missed Interview*.
- Instructions have been added for accepting *Applications for Recertification* as a valid application whenever it is submitted.
- A new section listing the forms & notices that may be required at recertification has been added.

NEW FORMS

Title of Form	Form Number	Purpose of Form
Application for Recertification	DCO-268	Used to submit an application for food stamp recertification. NOTE: This form may also be used to re-determine Medicaid eligibility for households receiving Medicaid. However , failure to return the application or failure to complete the application process will not result in closure of the Medicaid case unless the regular Medicaid re-evaluation is due.
Notice of Recertification Appointment	DCO-286	Used to schedule a telephone or face-to-face interview for households that submit an Application for Recertification. The form also allows the county to request required verification not submitted with the Application for Recertification.
Notice of Missed Appointment	DCO-269	Sent to households that miss their appointment for an interview at recertification.

CHANGES IN COUNTY PROCEDURES

Current Method	New Method
A DHHS county office worker mails the <i>Notice of Expiration</i> (DCO-239) to the household with a <i>Request for Assistance</i> (DCO-215).	A recertification packet that includes an <i>Application for Recertification</i> (DCO-268), a notice of expiration, an explanation of the household's rights and responsibilities and a list of required verification will be sent to the household from the Central Office.

Current Method	New Method
<p>In most counties, a DHHS county office worker schedules the appointment for an interview before the DCO-239 is mailed to the household.</p>	<p>An appointment for an interview will not be scheduled until the household returns the DCO-268. The <i>Notice of Food Stamp Recertification Appointment</i> (DCO-286) has been designed to use to schedule the appointment and also to request any required information that was not submitted with the DCO-268. If the household needs to return required information, a BRM envelope will be furnished.</p>
<p>Face-to-face interviews are conducted in the DHHS county office unless the household qualifies for a telephone interview and requests one.</p>	<p>Telephone interviews will be conducted at recertification unless the household requests a face-to-face interview.</p>
<p>If the household misses their appointment for an interview at recertification, they are not notified.</p>	<p>A <i>Notice of Missed Appointment</i> (DCO-269) will be issued to the household on the day that they miss their appointment for a recertification interview.</p>

IMPLEMENTATION INSTRUCTIONS

New Tasks for DHHS county offices

- Reviewing returned *Application for Recertification* (DCO-268) and using a *Notice of Food Stamp Recertification Appointment* (DCO-286) scheduling either a face-to-face or telephone interview and requesting required verification not returned with the DCO-268.
- For households that request a telephone interview, contacting households at the appointed time and conducting the telephone interview.
- Issuing a *Notice of Missed Appointment* (DCO-269) if the household misses the scheduled appointment.

IMPLEMENTATION TIMELINE

MONTH	IMPLEMENTATION TASK
June 2006	PSSs and Trainers provided with policy, form, and training material.
July 2006	County offices are trained and make implementation plans.
August 2006	<p>Recertification Packet is system generated and mailed to food stamp households with certification periods that expire in September 2006.</p> <p>Food stamp households begin returning <i>Application for Recertification / Medical Evaluation</i> (DCO-268).</p> <p>Counties begin scheduling interviews – telephone or face-to-face – as indicated by the households.</p>

MONTH	IMPLEMENTATION TASK
September 2006	Counties begin telephone interviews. Counties process applications for recertification. Counties begin issuing notices of missed interview.

TRAINING

Training material has been provided to all the Areas.

INTERVIEW GUIDE

An interview guide has been developed to assist workers as they begin to conduct telephone interviews. It is attached to this directive. The interview guide is not a required form. Counties may modify this guide or develop their own guides so long as the contents of the guide are compliant with the existing FSC policy manual.

Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, Larry.Crutchfield@arkansas.gov
 Erica Scott, Food Stamp Section, 501-682-8286, Erica.Scott@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 06-14

Food Stamp Certification Manual

Issuance Date: 10-01-2006

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Program Basis of Issuance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Food Stamp Basis of Benefit Issuance	10/01/05	Food Stamp Basis of Benefit Issuance	10/01/05
Appendix D	01/15/06	Appendix D	01/01/07

Summary of Changes:

Effective October 1, 2006 maximum food stamp benefit amounts and income levels for households increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as follows:

1. Standard deduction will remain **\$134** for household sizes 1, 2, and 3.
 - a) Household size 4 will change from \$134 to **\$139**.
 - b) Household size 5 will change from \$157 to **\$162**.
 - c) Household size 6 and up will change from \$179 to **\$186**.
2. Maximum excess shelter deduction will change from \$400 to **\$417**. Aged/Disabled households have no excess shelter deduction limit.
3. Standard utility allowance will remain **\$240**.

Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, Curtisteen.Brooks@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Directive

Issuance Number: FSC 07-01

Food Stamp Certification Manual

Issuance Date: 01-01-2007

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Revised Drug Conviction Chart

Pages to be Deleted:

Pages to be Added:

Front 1622.9 to 1622.20

Front 1622.9 to 1622.20

Back 1622.20 to 1622.20

Back 1622.20 to 1622.20

Summary of Changes:

The Drug Conviction Chart included in the FSC 07-01 Issuance of Corrections and Clarifications has been revised to delete the following drug offenses:

- Possession with intent to deliver or manufacture;
- Conspiracy to possess drug paraphernalia with intent to manufacture and/or deliver.

Note: Until further notice, all felony drug convictions regarding the “intent” to manufacture or deliver should be sent to the Office of Program Planning & Development to obtain a legal opinion from the Office of Chief Counsel. The requests may be sent via mail to Slot S-335, or via fax to 501-682-1469, Attn: Food Stamp Policy Unit.

Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, Larry.crutchfield@arkansas.gov

Erica Scott, Food Stamp Section, 501-682-8286, Erica.scott@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Directive

Issuance Number: FSC 07-05

Food Stamp Certification Manual

Issuance Date: 10-01-2007

From: Joni Jones, Director

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Subj: Food Stamp Program Basis of Issuance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Food Stamp Basis of Benefit Issuance	10/01/06	Food Stamp Basis of Benefit Issuance	10/01/07
Appendix D	01/01/07	Appendix D	10/01/07

Summary of Changes:

Effective October 1, 2007 maximum food stamp benefit amounts and income levels for households increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as follows:

1. Standard deduction will remain \$134 for household sizes 1, 2, and 3.
Household size 4 will change from \$139 to \$143.
Household size 5 will change from \$162 to \$167.
Household size 6 and up will change from \$186 to \$191
2. Maximum excess shelter deduction will change from \$417 to \$431.
Aged/Disabled households have no excess shelter deduction limit.
3. Standard utility allowance will remain \$240.

Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, Curtisteen.Brooks@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Directive

Issuance Number: FSC 07-06

Food Stamp Certification Manual

Issuance Date: 10-01-2007

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Requirement to Work (RTW) Waivers - Annual Update

Pages to be Deleted:	Date:	Pages to be Added:	Date:

I. RTW WAIVERS EFFECTIVE JULY 1, 2007

Effective July 1, 2007, the Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) in the following counties:

Arkansas County	Fulton County	Nevada County
Ashley County	Grant County	Ouachita County
Baxter County	Greene County	Phillips County
Bradley County	Hempstead County	Poinsett County
Calhoun County	Independence County	Prairie County
Chicot County	Izard County	Pulaski County
Clark County	Jackson County	Randolph County
Clay County	Jefferson County	Searcy County
Cleveland County	Lafayette County	Sharp County
Columbia County	Lawrence County	St. Francis County
Craighead County	Lee County	Stone County
Crittenden County	Lincoln County	Union County
Cross County	Lonoke County	Van Buren County
Dallas County	Marion County	White County
Desha County	Mississippi County	Woodruff County
Drew County	Monroe County	City of Hot Springs

These waivers are effective until further notice.

II. WAIVER APPLICATION

The RTW waivers apply to individual recipients who actually live in an area covered by a waiver. This statement remains true no matter which county a household selects as its service county under the alternate service provisions in [FSC 1301 – 1304](#). When a food stamp household actually lives in an area not covered by a waiver, the RTW will apply. However, if a food stamp household actually lives in an area covered by a waiver, the RTW will not apply. When a food stamp household physically moves into an area covered by an RTW waiver, household members will no longer be subject to the RTW.

Participation in the E&T Program is not related to waiver or non-waiver status.

If any county has an E&T Program operating, the county office workers must refer all food stamp participants who are subject to the RTW to the E&T Program regardless of whether:

- A) the county has an RTW waiver OR
- B) a personal exemption has been granted to this individual.

See [FSC 3621.1](#) for instructions on registering non-exempt ABAWDS.

Other participants who are subject to the **work registration requirements** but not the RTW may be referred if they volunteer.

III. COUNTIES WHERE AN RTW WAIVER IS BEING CONTINUED

No special actions are required in these counties where the waiver is continued without interruption.

IV. COUNTIES WHERE AN RTW WAIVER IS EFFECTIVE JULY 1, 2007

This year there are five counties and one city where an RTW waiver will be effective for the first time or after a break of one year.

Clark County	Columbia County	Hempstead County
Lafayette County	Nevada County	City of Hot Springs

V. COUNTIES WHERE AN RTW WAIVER NO LONGER APPLIES

Until July 1, 2007, a RTW waiver applied in the following counties. Effective July 1, 2007, this waiver has ended.

Hot Spring County	Newton County
Perry County	Polk County

These counties must resume applying RTW exemptions and submitting a monthly report of exemptions as explained in item VI below.

VI. ACTIONS REQUIRED IN COUNTIES WHERE NO RTW WAIVER APPLIES

There is no RTW waiver in the following counties:

Benton County	Howard County	Polk County
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Boone County	Johnson County	Pope County
Carroll County	Little River County	Saline County
Cleburne County	Logan County	Scott County
Conway County	Madison County	Sebastian County
Crawford County	Miller County	Sevier County
Faulkner County	Montgomery County	Washington County
Franklin County	Newton County	Yell County
Garland County	Perry County	
Hot Spring County	Pike County	

These counties must apply RTW personal exemptions as explained below and must report these exemptions to the Food Stamp Section.

FNS grants each state a certain number of RTW exemptions to be applied in areas not covered by a RTW waiver. The State of Arkansas has chosen to apply these exemptions across the board to all individuals who are subject to the RTW and reside in an area not covered by a RTW waiver.

In counties with no RTW waiver, whenever an application, semi-annual report or reported change is processed, the worker must determine if any household member would be subject to sanction because of the RTW. (See [FSC 3500](#).) If so, that individual will be granted an exemption from the RTW requirement for a twelve-month period beginning with the month the exemption was granted. The decision to exempt an individual from the RTW and the month in which the exemption will end must be documented in the case record.

Exemptions will not be granted to:

- Individuals who are the parents of a minor child,
- Individuals who are disabled,
- Individuals who are younger than age 18 or older than age 49,
- Individuals who are exempt from the work registration requirements, or
- Individuals who are otherwise in compliance with the RTW because they are working at least 20 hours per week or participating in a job training program as specified in [FSC 3500](#).

Counties must track each food stamp recipient granted a personal exemption from the RTW so that we can maintain an accurate record of these exemptions. The county may track this information manually or by using a PC based system. Any system devised should track, at a minimum, the name and social security number (SSN) of the exempted individual and the date of the exemption.

At the first semi-annual report or recertification, whichever comes first, following the end of the 12-month exemption period, the worker will review the exempted individual's RTW status. If the individual is still subject to the RTW but has not complied with the RTW, another exemption will be granted to that individual.

Each month, the county must submit to the Food Stamp Section, Central Office, a report of the total number of personal RTW exemptions granted during the month. (It is not necessary to submit the names and SSNs of exempted individuals.) The report should be submitted by the 10th of each month

for the prior calendar month. The report may be mailed or faxed to the Manager of the Food Stamp Program. The slot number for the Food Stamp Section is S335. The fax number in the Food Stamp Section is (501) 682-1469. The Manager's e-mail address is Georgia.Gilkey@arkansas.gov.

Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, Larry.crutchfield@arkansas.gov
Erica Scott, Food Stamp Section, 501-682-8286, Erica.scott@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 08-01

Food Stamp Certification Manual

Issuance Date: 01-01-2008

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Food Stamp Requirement to Work (RTW) Waivers - Annual Update

I. RTW WAIVERS EFFECTIVE JULY 1, 2007

Effective July 1, 2007, the Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) in the following counties:

All counties in Arkansas except:

1. Benton County
2. Washington County

These waivers are effective until further notice.

II. WAIVER APPLICATION

The RTW waivers apply to individual recipients who actually live in an area covered by a waiver. This statement remains true no matter which county a household selects as its service county under the alternate service provisions in FSC 1301 – 1304. When a food stamp household actually lives in an area not covered by a waiver, the RTW will apply. However, if a food stamp household actually lives in an area covered by a waiver, the RTW will not apply. When a food stamp household physically moves into an area covered by an RTW waiver, household members will no longer be subject to the RTW.

Participation in the E&T Program is not related to waiver or non-waiver status.

If any county has an E&T Program operating, **all food stamp participants who are subject to the RTW** will be referred to the E&T Program regardless of whether:

- A) the county has an RTW waiver **OR**
- B) a personal exemption has been granted to this individual.

See [FSC 3621.1](#) for instructions on registering non-exempt ABAWDS.

Other participants who are subject to the work registration requirements but not the RTW may be referred if they volunteer.

III. COUNTIES WHERE AN RTW WAIVER IS BEING CONTINUED

No special actions are required in these counties where the waiver is continued without interruption.

IV. COUNTIES WHERE AN RTW WAIVER IS BEING NEWLY APPLIED OR AFTER A BREAK OF AT LEAST ONE YEAR

Counties previously required to apply and report RTW personal exemptions will no longer be required to do so. Counties previously required to evaluate RTW status at any case action will no longer be required to do so.

V. ACTIONS REQUIRED IN COUNTIES WHERE NO RTW WAIVER APPLIES

There is no RTW waiver in the following counties:

1. Benton County
2. Washington County

These counties must apply RTW personal exemptions as explained below and must report these exemptions to the Food Stamp Section.

FNS grants each state a certain number of RTW exemptions to be applied in areas not covered by a RTW waiver. The State of Arkansas has chosen to apply these exemptions across the board to all individuals who are subject to the RTW and reside in an area not covered by a RTW waiver.

In counties without an RTW waiver, whenever an application, semi-annual report or reported change is processed, the worker must determine if any household member would be subject to sanction because of the RTW. ([See FSC 3500.](#)) If so, that individual will be granted an exemption from the RTW requirement for a twelve-month period beginning with the month the exemption was granted. The decision to exempt an individual from the RTW and the month in which the exemption will end must be documented in the case record.

Exemptions will not be granted to:

- Individuals who are the parents of a minor child,
- Individuals who are disabled,
- Individuals who are younger than age 18 or older than age 49,
- Individuals who are exempt from the work registration requirements, or
- Individuals who are otherwise in compliance with the RTW because they are working at least 20 hours per week or participating in a job training program as specified in FSC 3500.

Counties must track each food stamp recipient granted a personal exemption from the RTW so we can maintain an accurate record of these exemptions. The county may track this information manually or by using a PC based system. Any system developed should track, at a minimum, the name and social security number (SSN) of the exempted individual and the date of the exemption.

At the first semi-annual report or recertification, whichever comes first, following the end of the 12-month exemption period, the worker will review the exempted individual's RTW status. If the individual is still subject to the RTW but has not complied with the RTW, another exemption will be granted to that individual.

Each month, the county must submit to the Food Stamp Section, Central Office, a report of the total number of personal RTW exemptions granted during the month. (It is not necessary to submit the names and SSNs of exempted individuals.) The report should be submitted by the 10th of each month for the prior calendar month. The report may be mailed or faxed to the Manager of the Food Stamp Program. The slot number for the Food Stamp Section is S335. The fax number in the Food Stamp Section is (501) 682-1469. Emails should be sent to Curtisteen.Brooks@arkansas.gov.

Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, Larry.crutchfield@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

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Food Stamp Certification Manual

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Subj: Food Stamp Requirement to Work (RTW) Waivers – Annual Update

I. INTRODUCTION

Under a plan approved by the Department of Agriculture, Food and Nutrition Service (FNS), the Arkansas Department of Human Services (DHS) will continue to provide a Food Stamp E&T Program for the current fiscal year. The DHS Division of County Operations has entered into 12 contracts with entities such as the adult education centers, public schools, vocational schools and community colleges to provide employment and training services for program participants. The current year contractors will operate a Food Stamp E&T Program in the following counties:

- | | |
|---------------|-----------------|
| 1. Cleburne | 8. Independence |
| 2. Craighead | 9. Lee |
| 3. Crittenden | 10. Miller |
| 4. Drew | 11. Pope |
| 5. Faulkner | 12. St. Francis |
| 6. Grant | 13. Union |
| 7. Hempstead | 14. White |

For the current E&T Program year, some contractors are providing E&T services to more than one county. No fundamental changes have been made to E&T policy. Participation in the Food Stamp E&T Program is still voluntary and participants will not be penalized for failure or refusal to participate.

II. REIMBURSEMENT CHANGES

County office staff should be mindful that the mileage rate will be automatically adjusted up or down as the State mileage reimbursement rate changes. Actual costs (e.g., for bus service or transportation provider) may still be reimbursed, and the maximum monthly reimbursement for an E&T participant continues to be \$285.00 per month. (This includes all reimbursements – transportation, books, tuition, etc.)

III. AUTOMATED REFERRALS

The Division of County Operations (DCO) provides to the E&T contractors a list of able-bodied adults without dependent children (ABAWDS) who are subject to the requirement to work (RTW) each month. Per current DHS requirements, this list is sent via encrypted CDs. E&T referrals will occur at certification, recertification and reinstatement of SR cases. (FACTS action types – “A2”, “A4”, “C2”, “C4”, and “RI”). Household members with the work participation code “Mandatory E&T” or “Mandatory – Food Stamps” (FACTS – work registration code “1”) will be selected for automated referral if none of the following General Client Characteristics are selected: Felony Drug Conviction, Fleeing Felon, Fraud-IPV conviction, Ineligible Student, Parole Violator, or Probation Violator, the member status code is “Active”. (FACTS member status code is “1”, “2” or “3” and the aged/disabled indicator for the member is “0”).

The local E&T Coordinator will be provided with the following information about each household member selected as a mandatory E&T referral:

- Member Name
- Member SSN
- Casehead Name
- Casehead SSN
- Address
- Telephone Number (if available)
- Beginning month in certification period
- Ending month in certification period
- Total by county

A copy of the list of referrals will be provided to the Food Stamp Section and to the DHS county office.

A list of cases closed for any reason listed below will be sent to the local E&T Coordinator if a household member has been referred to the E&T Program under the criteria shown above:

001 – Residence not established	010 & 011 & 012 & 013 – Resources exceed maximum	020 – Transfer to another county
002 – Income not verified	014 - Death	021 – Client’s request
003 – Other mandatory verification not provided	015 – Moved from State	026 – Semi-annual report not processed
004 – Questionable information not verified	016 – Refused to cooperate	034 – COLA closure
008 & 009 – Income exceeds maximum	018 – Other	

The list of closures will provide the following information for each case listed:

- Member Name
- Member SSN
- Casehead Name
- Casehead SSN

- Beginning month in certification period
- Ending month in certification period
- Total by county

A copy of the list of closures will be provided to the Food Stamp Section and to the DHS county office.

IV. COUNTY OFFICE RESPONSIBILITIES

Referral of ABAWDs at Reported Change – DHS county office workers must continue to refer work registered, non-exempt ABAWDs to the local E&T office if the ABAWD is added to the case as the result of a reported change including those changes reported on the semi-annual report.

Providing Information to the Local E&T office – DHS county offices must report address changes to the local E&T office if a household member is participating in the E&T Program and the household reports the address change during the household’s certification period. (This includes address changes reported on the semi-annual report.) DHS county offices must also report to the E&T office if an E&T program participant, either a mandatory referral or a volunteer, is dropped from an active case during a certification period, or when a food stamp case containing an E&T participant is closed.

Referral of Volunteers – Any food stamp recipient who is work registered but not classified as an ABAWD may participate in the E&T Program as a volunteer. For example, a parent of a minor child could be referred to the E&T Program if that parent is work registered and wishes to volunteer. Or, a child age 16 to 17 who is not in school and who is work registered may be manually referred as a volunteer if he or she would like to participate. Volunteers who are work registered may be reimbursed for any expenses related to E&T participation. The reimbursement rate for work registered volunteers is the same as the reimbursement rate for ABAWDs who participate in the program. The reimbursement rate is \$285.00 per calendar month for all reimbursements – transportation, books, tuition, etc. County offices must manually refer work registrants, other than ABAWDs, who want to volunteer to participate in the E&T Program.

V. E&T CONTRACTOR INFORMATION

An updated E&T contractor list is attached. The E&T Coordinators’ names, addresses, telephone numbers, fax numbers and e-mail addresses are provided on this list.

CONTACT INFORMATION FOR F. S. E&T PROGRAM CONTRACTORS

County: Cleburne Ms. Melissa Ritter, E&T Coordinator ASU Beebe Adult Education Program Mailing Address: P.O. Box 909 Searcy, AR 72143 Business Ph.: 501-593-5503 Business Fax: 501-268-0263 E-mail: mritter@searcy.asub.edu	County: Drew Ms. Arlicia Thompson, E&T Coordinator Monticello School District Adult Education Program Mailing Address: 935 Scogin Drive Monticello, AR 71655 Business Ph.: 870-367-4074 Business Fax: 870-367-4073 E-mail: thompsonarlicia@hotmail.com
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<p>County: Craighead Mr. Jimmy Ward, E&T Coordinator Valley View School Adult Education Program Mailing Address: 2311 E. Nettleton, Suite G Jonesboro, AR 72401 Business Ph.: 870-935-6205 Business Fax: 870-935-6208 E-mail: jward@vv.k12.ar.us</p>	<p>County: Faulkner Ms. Carol Zabel, E&T Coordinator Superintendent of Conway Public Schools Adult Education Program Mailing Address: 615 East Robins St Conway, AR 72032 Business Ph.: 501-450-4885 Business Fax: 501-450-4818 E-mail: zabel.carol@gmail.com</p>
<p>County: Crittenden Ms. Helen Workman, E&T Coordinator Mid-South Community College Adult Education Program Mailing Address: 2000 W. Broadway West Memphis, AR 72301 Business Ph.: 870-733-6756 Business Fax: 870-733-6799 E-mail: hworkman@midsouthcc.edu</p>	<p>County: Grant Ms. Jennifer Castillo, E&T Coordinator Sheridan School District #37 Adult Education Program Mailing Address: 512 W. Church St Sheridan, AR 72150 Business Ph.: 870-942-0781 Business Fax: 870-942-4801 E-mail: jennifercastillo@sheridanschools.org</p>
<p>County: Hempstead Mr. Terry Bradford, E&T Coordinator Hope Public Schools Adult Education Program Mailing Address: 601 West 6th St Hope, AR 71801 Business Ph.: 870-777-3454 Business Fax: 870-722-2745 E-mail: Terry.Bradford@hope.k12.ar.us</p>	<p>County: Miller Mr. Billy Gardner, E&T Coordinator Texarkana School District Adult Education Program Mailing Address: 710 East St Texarkana, AR 71854 Business Ph.: 870-774-8545 Business Fax: 870-772-7952 E-mail: bgardner@txk.k12.ar.us</p>
<p>County: Independence Ms. Connie Lawrence, E&T Coordinator University of Arkansas Community College at Batesville Adult Education Program Mailing Address: P. O. Box 3350 Batesville, AR 72503 Business Ph.: 870-612-2166 Business Fax: 870-793-4988 E-mail: connie.lawrence@uacccb.edu</p>	<p>County: Pope Mr. Mark Plumb, E&T Coordinator Russellville School District Adult Education Program Mailing Address: P.O. Box 928 Russellville, AR 72811 Business Ph.: 479-890-0118 Business Fax: 479-968-6081 E-mail: markplumb@gmail.com</p>

<p>County: Lee Ms. Sandra F. Taylor, E&T Coordinator Crowley's Ridge Technical Institute Adult Education Program Mailing Address: P. O. Box 925 Forrest City, AR 72336 Business Ph.: 870-633-5411 Business Fax: 870-633-9328 E-mail: Sandra@crti.tec.ar.us</p>	<p>County: St. Francis Ms. Sandra F. Taylor, E&T Coordinator Crowley's Ridge Technical Institute Adult Education Program Mailing Address: P. O. Box 925 Forrest City, AR 72336 Business Ph.: 870-633-5411 Business Fax: 870-633-9328 E-mail: Sandra@crti.tec.ar.us</p>
<p>County: Union Ms. Judy Williams, E&T Coordinator South Arkansas Community College Adult Education Program Mailing Address: P. O. Box 7010 El Dorado, AR 71731 Business Ph.: 870-862-8131, ext. 311 Business Fax: 870-864-7180 E-mail: Jwilliams@southark.edu</p>	<p>County: White Ms. Melissa Ritter, E&T Coordinator ASU Beebe Adult Education Program Mailing Address: P. O. Box 909 Searcy, AR 72143 Business Ph.: 501-593-5503 Business Fax: 501-268-0263 E-mail: mritter@searcy.asub.edu</p>

Inquiries to:

Dorothy Vance, Food Stamp Section, (501) 682-8290, dorothy.vance@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Directive

Issuance Number: FSC 08-10

Food Stamp Certification Manual

Issuance Date: 10-01-2008

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP Basis of Issuance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Food Stamp Benefit Basis of Issuance	10/01/07	SNAP Basis of Issuance	10/01/08
Appendix D	01/01/08	Appendix D	10/01/08

Summary of Changes:

Effective October 1, 2008 maximum SNAP (food stamp) benefit amounts and income levels increase as indicated on the attached Basis of Issuance Chart. The minimum benefit allotment have increased from \$10 to \$14 for one or two person households.

Budget deductions will change as follows:

1. Standard deduction will change from 134 to **\$144** for household sizes 1, 2, and 3.
Household size 4 will change from \$143 to **\$147**.
Household size 5 will change from \$167 to **\$172**.
Household size 6 and up will change from \$191 to **\$197**.
2. Maximum excess shelter deduction will change from \$431 to **\$446**.
Aged/Disabled households have no excess shelter deduction limit.
3. Standard utility allowance will change from \$240 to **\$247**.

Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, Curtisteen.Brooks@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 09-04

Food Stamp Certification Manual

Issuance Date: 04-01-2009

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP Stimulus Basis of Issuance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
SNAP Benefit Basis of Issuance	10/01/08	SNAP Stimulus Basis of Issuance	04/01/09

Summary of Changes:

Effective April 01, 2009 maximum SNAP benefit amounts and income levels increase as indicated on the attached Basis of Issuance Chart. The minimum benefit allotment will increase from \$14 to \$16 for one or two person households.

Budget deductions will remain the same as follows:

1. Standard deduction will remain **\$144** for household sizes 1, 2, and 3.
Household size 4 will remain **\$147**.
Household size 5 will remain **\$172**.
Household size 6 and up will remain **\$197**.
2. Maximum excess shelter deduction will remain **\$446**.
Aged/Disabled households have no excess shelter deduction limit.
3. Standard utility allowance will remain **\$247**.

Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, Curtisteen.Brooks@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 09-04

Food Stamp Certification Manual

Issuance Date: 03-09-2009

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP Requirement to Work (RTW) Waivers - Annual Update

I. RTW WAIVERS EFFECTIVE IMMEDIATELY

Effective immediately, the Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) statewide. The waiver will continue through 9/30/2010 and is a result of the passage and implementation of the American Recovery and Reinvestment Act of 2009 (ARRA).

II. E & T PROVISIONS

Participation in the E&T Program is not related to waiver or non-waiver status.

If any county has an E&T Program operating, the county office workers must remember that all SNAP participants who are subject to the RTW are mandatory for the E&T Program.

See [FSC 3621.1](#) for instructions on registering non-exempt ABAWDS.

Other participants who are subject to the work registration requirements but not the RTW may be referred if they volunteer.

III. COUNTIES WHERE AN RTW WAIVER IS BEING CONTINUED

No special actions are required in these counties where the waiver is continued without interruption.

IV. ACTIONS REQUIRED IN BENTON AND WASHINGTON COUNTIES

For the duration of this directive, these counties are no longer required to grant, track, and report RTW personal exemptions.

Inquiries to:

Larry Crutchfield, Food Stamp Section, 501-682-8283, Larry.crutchfield@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 09-19

Food Stamp Certification Manual

Issuance Date: 10-01-2009

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP NBI Charts and ANSWER Instructions

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	10/01/08	Appendix D	10/01/09
Issuance Chart	04/01/09	Issuance Chart	10/01/09

Summary of Changes:

Effective October 1, 2009 maximum SNAP benefit amounts will remain the same. The income levels will increase as indicated on the attached Basis of Issuance Chart.

Budget deductions will change as listed below:

1. Standard deduction will **decrease** from \$144 to **\$141** for household sizes 1, 2, and 3.
Household size 4 will increase from \$147 to **\$153**.
Household size 5 will increase from \$172 to **\$179**.
Household size 6 and up will increase from \$197 to **\$205**.
2. Maximum excess shelter deduction will increase from \$446 to **\$459**.
Aged/Disabled households have no excess shelter deduction limit.
3. Standard utility allowance will increase from \$247 to **\$271**.

Inquiries to:

Curtisteen Brooks, Food Stamp Section, (501) 682-8285, Curtisteen.Brooks@arkansas.gov

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 10-01

Food Stamp Certification Manual

Issuance Date:03-01-2010

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Implementation of Electronic Case Records

The Electronic Case Record is here!!

Document imaging is taking the place of the paper case record. Pulaski South, Pulaski East, Grant and Jefferson Counties have been serving as the pilot counties. Preparation is being made for a statewide rollout to begin in March. As part of the preparation, policy and procedures have been developed for moving from the paper case record to the electronic record. Please refer to <https://dhsshare.arkansas.gov/DCO/Shared%20Documents/Image%20Training%20Material/Imaging%201-4-10.ppt> for access to the Electronic Case Record Training Manual.

Electronic Case Record

All forms and supporting documents related to an individual, family, or household will be imaged and filed in the individual's or household's electronic case record in ANSWER. Application forms and other forms and documents relating to a budget unit will be filed in the Budget Unit Notebook. Forms and documents relating to a specific individual will be filed in the Client Notebook. The tabs within ANSWER will serve as the case record "dividers". For statewide consistency, each form and type of document has an assigned place within the ANSWER tabs. Refer to the above link to access the "Document Types" portion of the electronic case record training manual for a listing of all forms and documents and their assigned locations within ANSWER. As forms and documents are scanned, it is the responsibility of the county worker to ensure that they are filed (indexed) in the appropriate place in the ANSWER electronic case record.

Transition from Paper Record to Electronic Record

Until the Electronic Case Record is rolled-out in a county, all forms and documents will continue to be filed in the paper case record according to the current policy and procedures for the 4-part folder.

During the week prior to a county's roll-out, open and closed paper records will be sent to Xerox to be scanned. See the next section on this process.

As soon as the county rolls-out to Electronic Case Record, then retention of the paper case record format is no longer required. However, all paper documents utilized for determining eligibility will be retained in the county for four weeks after the documents have been scanned. These documents and forms do not have to be retained in a 4-part folder. They can be retained in a manila folder housed in a file cabinet in date order. The purpose of this is to ensure the paper versions are available for a period of time after scanning in the event one or more did not get scanned into the record and the client states it was provided or other issues arise regarding the scanned version. We will re-assess the 4 week retention period after full statewide roll-out and reduce the timeframe if appropriate at that time.

Xerox "mass scanning" of case records

As part of the ARRA funding, DCO has arranged for Xerox to scan all non-LTC open and closed case records as a "mass scanning" project. The county worker is responsible for scanning the Long Term Care and TEFRA cases once their county office has officially rolled out into an electronic environment. Each county will box their records according to instructions issued separately from this directive for transport to the Xerox facility for scanning. Each county's records will be scanned during the week of the county's scheduled ECR roll-out. As cases are scanned, they will be available for retrieval and viewing starting the first day of the county's roll-out week. **All** county records will be available by the end of the ECR roll-out week.

The paper records will be stored at the facility for a maximum of 30 days while the quality assurance review process is occurring to ensure the documents were scanned and indexed accurately. Once DCO has signed off on the scanned documents, the paper documents will be destroyed at the facility. They will not be returned to the county office. At that point, the Electronic Case Record will be the only existing case record for the individual or household and will be the agency's official case of record.

Viewing Electronic Documents

Documents that have been scanned and indexed to ANSWER can currently be viewed by all ANSWER Users (except terminal server users) including users in counties that have not yet rolled-out. (Although the documents are accessed through ANSWER, they are actually stored in a repository called Docushare.) Each form and type of document has an assigned place within the ANSWER tabs. Refer to the "Document Types" portion of the electronic case record training manual for a listing of forms and documents and their assigned location within ANSWER. Remember, you must be on the Tab where the correlating information is filed.

During the Xerox scanning, most documents over twelve months old were indexed for viewing as "Archived." Certain documents such as birth certificates and applications were indexed to the

appropriate places in ANSWER regardless of their age as well as other documents under 12 months old. Refer to the instructions for the mass scanning project for further explanation.

To view documents in ANSWER, click on the “**Find Related Documents**” icon. It is the last icon that looks like a little notebook with tiny glasses. This will give you access to the electronic case file. The **Find Related Documents** icon will populate the window with the LIST of documents with a hyper-link appearance related to that tab.

To review the actual document, click on the hyper-link and the selected document will appear in the window. The client’s SSN will always appear in the window if you are in the client notebook. The BU ID will appear if you are in the budget unit notebook. If you wish to go back to the list so you can view other documents, click the **RETURN** button.

Often clients want copies of documents they have provided to the county office or in some **RARE** instance, we may need hard copies of information. Information can still be printed if needed. Once the document you wish to print is in the window, click the print button. This will print the document that appears in the window.

Viewing Archive Documents(Over 12 months old and scanned by Xerox)

The “Find Archived Documents” icon is next to the “Find Related Documents.” The Archived Documents are the documents which were over 12 months old when scanned in by Xerox. Because of the large size of this repository in DocuShare, access to these documents is limited to the county Program Eligibility Coordinator and the Program Eligibility Analyst. If it is necessary to view one of these documents for the current eligibility determination, request your PEC or PEA to access it.

Legal Opinions

A SharePoint site will be developed for Legal Opinions to be submitted by the county and responded to by DCO/OPPD. You will be notified when the site is available and procedures will be issued. Until then, continue with the current process for submission to OPPD.

Out Stationed Workers and Others on Terminal Server

Out stationed workers and others using terminal server such DWS workers currently do not have access to view electronic documents within ANSWER. We are working on a process to allow this in the future.

Inquiries to:

Medicaid Policy Unit 501-682-8259
SNAP Policy Unit – 501-682-8284
TEA Policy Unit 501-682-8182

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number:FSC 10-10

Food Stamp Certification Manual

Issuance Date:10-01-2010

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SNAP Regular Basis of Issuance

Pages to be Deleted:	Date:	Pages to be Added:	Date:
Appendix D	January01,2010	Appendix D	October01,2010
Issuance Chart	October01,2010	Issuance Chart	October01,2010

SUMMARY OF CHANGES

Effective October 1, 2010 maximum SNAP benefit amounts will remain the same. The income levels will also remain the same. The 2010 Desk Guide will be gold.

Budget deductions will change as listed below:

1. Standard deduction will **increase** from **\$141 to \$142** for household sizes 1, 2, and 3.
Household size 4 will remain **\$153**.
Household size 5 will remain **\$179**.
Household size 6 and up will remain **\$205**.
2. Maximum excess shelter deduction will decrease from **\$459 to \$458**.
Aged/Disabled households have no excess shelter deduction limit.
3. Standard utility allowance will remain **\$271**.

Inquiries to:

Curtisteen Brooks, SNAP, curtisteen.brooks@arkansas.gov, (501) 682-8285

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 11-01

Food Stamp Certification Manual

Issuance Date:12-30-2010

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: Access Arkansas: Implementation of SNAP, TEA, and TEA Medicaid Online Applications

It's finally here!! On January 05, 2011, DHS will release a new version of Access Arkansas that will allow individuals to apply for SNAP, TEA, and TEA Medicaid online in addition to the existing ARKids, MSP, and Child Care Assistance programs. While the procedures for ARKids and MSP will basically remain the same and be processed, in most cases, by the State Central Processing Units for those programs, the new SNAP, TEA, and TEA Medicaid online applications will be processed by county office staff. While many of the application processes for the new online applications will be the same as the paper process, there are some differences that will streamline the process for more efficient processing, especially with telephone interviews. The purpose of this directive is to give staff an overview of the Access Arkansas online process and Admin screens and to explain where the processes are the same and where they are different from paper applications received.

All staff who will be processing the online applications should have already attended Access Arkansas training where they were provided a "walk-through" of the system and general instructions. A Users Guide which provides detailed information for the Admin screens is also available to all staff, and we encourage everyone to refer to the guide as needed. The information in this directive focuses more on the specific program issues and processes for accepting, assigning, registering, and processing the applications that are submitted through Access Arkansas.

Citizen Portal vs. County Office Contact

The Citizen Portal is the Access Arkansas portal through which an applicant can inquire to the system to see what benefits he or she is potentially eligible for. For those programs in which an online application can be made, the applicant may create an Access Arkansas account and apply for the selected benefit(s).

Applicants with a valid Arkansas State issued ID can also “upgrade” their accounts in the Citizen Portal to check the status of their online applications. The requirement that applicants must have an Arkansas ID to upgrade is a security measure taken to prevent unauthorized access to applicants’ case information.

Helpful Hint: If an applicant, through Access Arkansas, upgrades his or her account, telephone inquiries to county offices may potentially be reduced. Encourage your online applicants to upgrade their accounts if they haven’t done so when you make contact. It could save you some time.

Helpful Hint: An applicant can reset his or her password in Access Arkansas without speaking to a person and if an applicant has other technical difficulties with the website, a link is provided to leave feedback.

Electronic Application vs. Paper Application (DCO-215)

Access Arkansas provides the applicant the opportunity to apply for multiple programs at the same time just as the DCO-215 does. However, when an applicant applies for multiple programs in Access Arkansas, a separate application is created for each program at the end of the process with the electronic signature. The electronic signature is created by the applicant checking a box to acknowledge the electronic signature and then by entering his or her name and submitting the application.

The online application is designed to capture more detailed information to facilitate a telephone interview and streamline the application process. However, like paper applications, online applications may be submitted with minimum information, i.e., name, signature, and address. A mailing address is required for online applications so that written notices can be mailed to the applicant in the event no other means of contact is made, e.g., telephone.

Note: Applicants who do not list an address as they are completing the online application are advised that they must submit a paper application to the county office.

The following required forms for each program have been incorporated into the application and therefore are not required in conjunction with the electronic application:

- All Programs – The Client Declaration
- TEA Cash – The Notice of Good Cause (DCO-90), the Personal Responsibility Agreement (DCO-217), and Assignment of Child Support (DCO-237) forms
- TEA Medicaid – The Notice of Good Cause (DCO-90) and Assignment of Medical Support (DCO-237).

The following required forms will be distributed differently for online applications:

- SNAP – A link to the Change Report and Addendum forms (DCO 234 and 234A) and the Semi Annual Reporting Pamphlet are provided to an applicant in his or her welcome message from

Access Arkansas with the following text:

FOR SNAP APPLICANTS ONLY: If approved for benefits, your caseworker will discuss reporting requirements with you. Please follow the link below to view or download your Change Report Form (DCO 234 (A)). You may also view or download your Semi Annual Reporting Publication (PUB 360) if applicable.

<http://www.arkansas.gov/dhs/dco/NewDCO/Food%20stamp%20page.html>

- TEA Medicaid – A link to the Third Party Liability form (DCO-662) is provided for the applicant to complete and mail if health insurance is declared.

Electronic Inbox vs. Mail or Counter

When applications are submitted in Access Arkansas, the applications are assigned an application ID number and sorted by application date in the Access Arkansas Admin Screen (Electronic Inbox). The application date is shown on the Admin Screen.

Access Arkansas will determine the date of application as follows:

- If submitted prior to 4:30 PM on a business day, the date of application will be the same day the application is signed and submitted.
- If submitted after 4:30 PM on a business day or at any time during a non-business day, the date of application will be the following state business day.

Receipt of Online Application Responsibilities – County Office or State Central Processing Unit

At this time, online applications will be processed by the county office or State Central Processing Units (CPU) as described below. However, Field Operations may reassign processing responsibilities if needed due to staffing or workload shifts in the future.

SNAP, TEA Cash, TEA Medicaid – The county office in the county in which the applicant resides will process the online application.

MSP and/or ARKids with SNAP, Tea Cash, or Tea Medicaid- The county office in the county in which the applicant resides will process the online application.

MSP and/or ARKids only – The appropriate SCPU or county office as outlined below.

- Any MSP or ARKids online application received prior to January 5, 2011 will be processed by the appropriate SCPU.
- If an online MSP and/or ARKids application is submitted online within 30 days or less of the SNAP, TEA, or TEA Medicaid application date, the MSP or ARKids application will be processed by the appropriate county office.
- If an MSP or ARKids application is submitted online more than 30 days after the submission of the SNAP, TEA, or TEA Medicaid application, the MSP and/or ARKids application will be processed by the SCPU for that program. (If the MSP or Arkids application contains information

that would be considered a change in the SNAP case (if open), the SCPU will notify the county where the SNAP case is being managed of the change.)

Registering and Assigning Online Applications

Clerical Interface Admin Screen

Online applications will be registered within one day of receipt just as paper applications are registered. Designated county office staff will review submitted applications and determine if a Budget Unit exists in ANSWER for the program for which the applicant has applied. (Applicants are matched by name and SSN in ANSWER). If a usable Budget Unit exists, the application will be registered in ANSWER using the existing Budget Unit. If a Budget Unit is not identified, a Budget Unit will be created and the application registered in ANSWER. When an application is registered, the worker will select "Access Arkansas" from the drop down menu in the Application Origin field.

After the application has been registered, designated staff will assign the application to a worker in Admin and will document in ANSWER that the application has been registered and assigned. After the application is assigned and the Budget Unit ID number entered, a PDF copy of the created application form will be moved into the electronic case file (DocuShare) during night batch process.

Helpful Hint: When a usable Budget Unit is identified, copy the Budget Unit ID number displayed on the Clerical Interface screen and paste it into the Budget ID field when assigning the application instead of typing it.

Helpful Hint: Split screens will allow staff to key to ANSWER while reviewing the online application from the Admin screen. Place the cursor on the taskbar at the bottom of the screen and right-click. When the window pops up, select "Show Windows Side-by-Side." This will enable worker to view both ANSWER and the Access Arkansas screen at the same time.

Note: The worker assignment can be changed in Admin until the application moves into ANSWER during the overnight batch process. After that, the worker assignment is locked in Admin but can still be changed in ANSWER.

Potentially Expedited SNAP Applications

- *If an application is potentially eligible for SNAP expedited processing as determined by preset data in Access Arkansas, the application will be "flagged" by displaying a green button with a checkmark in the Expedite column on the Admin screen. Those identified as potentially expedited applications will be listed above all other applications until assigned.*
- *If it is determined after reviewing the application information that the application does meet the expedite criteria, the application will be registered appropriately, assigned, and processed according to SNAP policy timeframes for expedited applications.*
- *If the Case Worker processes the expedited application on the same day it is received, the*

application must be viewed and the interview conducted from the application viewable in the Admin screen since the form will not have moved to ANSWER until the night batch process.

- *Unassigned potentially expedited SNAP applications will sort to the top of the application listing with the most recently received on top and descending in date order, remaining there until assigned.*

Note: If any application has not been assigned within 72 hours after receipt, an email alert will be sent to designated staff throughout the state. At this time, this notification cannot be limited to only the county or SCPU responsible for processing the application.

Helpful Hint: The county office is advised to designate a member of staff to check the Admin screen periodically throughout the day for new applications to ensure that applications are registered and assigned timely.

Processing the Application

Caseworker Interface Admin Screen

The Case Worker will view all applications assigned to him or her in the Caseworker Interface screen in Admin. Data from SOLQ, OCSE, ANSWER, Vital Statistics, and the Arkansas Department of Motor Vehicles (DMV) will be available via the Caseworker Interface screen.

New to DCO staff is access to the DMV records for viewing SNAP applicants' state identifications to verify identity. Case Workers should only access DMV records if there is no ID already in the case file. An ID will only be required from new applicants if an ID for the person is not found in the AR DMV records.

Because DCO is moving to a paperless environment, information from these sources will be viewed and thoroughly documented in ANSWER. Documentation should be clear and specific to the match. There is no need to print, copy, or scan images or information from these sources.

The tabs in the Caseworker Interface screen will show all the information that has been matched to the Access Arkansas applicant's case in ANSWER. The tabs identified below will provide information from screens that are currently accessed through Mainframe and ANSWER.

- **Access Arkansas Detail** – shows the information the applicant provides on the Access Arkansas application.
- **Profile** - shows all the information from the application and ANSWER on all household members listed on the application.
- **Cases** – shows details and authorizations associated with the Access Arkansas applicant in ANSWER.

Reminder: In addition to the Caseworker Interface screen, the “To Do” list in ANSWER will also list the applications that have been assigned to a case worker.

Telephone Interviews

We have received approval from USDA, FNS to waive the face-to-face interview requirement for initial SNAP applications received through Access Arkansas. For consistency with SNAP, the face-to-face interview requirement for TEA is also being waived for online TEA cash applications. Telephone Interviews will be conducted on SNAP and TEA Cash applications. Information needed to process the TEA Medicaid application, if submitted, will be gathered during the phone interview. If only a TEA Medicaid application is submitted, a phone interview will be conducted only if necessary. (Refer to Policy Directive MS 04-06 regarding Medicaid interviews.)

Note: If an applicant submits an online application but requests a face-to-face interview or a telephone interview is not feasible, the face-to-face interview will be used.

Suggested Procedure for Initial Phone Contact:

Before scheduling an interview, workers are strongly encouraged to attempt to contact the applicant by telephone during the timeframes indicated on the application as the best contact time and conduct the interview right then if possible. If the applicant is contacted but cannot interview at that time, the interview will be scheduled by telephone and ANSWER documented. If no contact is made, an interview will then be scheduled as described below.

County office management staff should ensure that appointment scheduling procedures within the county are reviewed and changes are implemented as soon as possible to accommodate this initial telephone contact procedure for online applications. The caseworkers who are assigned to process online applications should be assured some amount of “free” time, i.e., no formally scheduled appointments, during both the morning and afternoon so that these calls and potential interviews can be conducted. It is not expected that all counties will be able to implement this procedure immediately. However, it is expected for all counties to be making plans and adjusting scheduling procedures so that it can be implemented in the near future.

Scheduling the interview

Interviews that are not conducted or scheduled during the initial telephone contact with the applicant will be scheduled using the Notice of Appointment (DCO-272). The interview will be scheduled for a time as soon as possible (allowing for mail time) and for SNAP must be completed within 20 days of the application date in compliance with policy requirements. If the SNAP applicant fails to respond to the scheduled interview, a Notice of Missed Appointment (DCO-269) will be mailed. No additional interviews will be scheduled unless requested by the applicant.

TEA Cash will follow established program guidelines for missed appointments. The TEA Medicaid application will be processed if all information needed to establish eligibility is provided. If additional information is needed, the Request for Information (DCO-191) will be

sent requesting the information. If the requested information is not provided, the application will be denied.

The DCO-272 may also be used to request needed verification. Since such information may be received by mail in the county office prior to the interview, the Budget Unit ID for the application will be entered on the form to facilitate scanning and indexing the information upon receipt. The case worker will review the application prior to sending the DCO-272 and request only the verification needed. A Business Reply Envelope will be sent with the notice.

Conducting the Interview

The telephone interview will be conducted in the same manner as other interviews. The information provided on the application will be reviewed with the applicant to ensure accuracy and any corrections or changes the applicant may make will be documented in ANSWER. For TEA cash, the worker will review appropriate forms such as the PRA as a reminder to the applicant of his or her responsibilities even though the forms are included and have already been signed with the electronic application.

The applicant will be informed of the type of reporter (e.g., Limited, Occasional) the household is and the reporting requirements of that household type.

Applicants will be told that they can check their email (if provided) or the message board in the Citizen Portal to access the link to the site where the Change Report form will be located. The link will be entitled "Change Report."

If it is determined that additional information is needed, the Request for Information (DCO-191) will be sent requesting the needed verification. The interview will be documented in ANSWER.

Application Disposal

Eligibility will be determined and the application will be processed in ANSWER in the same manner as all other applications.

Simplified Medicaid Application for Pregnant Women (PW) or Family Planning (FP)

SNAP applicants who inquire about Pregnant Women or Family Planning coverage during the telephone interview, while the application is pending or within 30 days after approval, will be sent form DCO-241, Simplified Medicaid Application for Pregnant Women and Family Planning, (included with this Directive and available on DHS Share) to complete and return for a PW or FP eligibility determination.

Because an online application is not available for these programs, this form was developed so that the applicant does not have to re-enter household, income and resource information already submitted on the SNAP application. The information from the DCO-241, along with the

information provided on the SNAP application and during the telephone interview, will be used to determine eligibility in accordance with Medicaid policy. This form will only be used for individuals who applied online and inquired about the programs. If the DCO-241 is not returned, an application for Pregnant Women or Family Planning has not been made and no further action is required. If the form is received, the date of the PW or FP application is the date the DCO-241 is received in the county office.

Admin Reports

Access Arkansas allows the generation of several reports in Admin that will be helpful to county management personnel. Some reports are program specific while some can be generated for all programs.

Program-specific reports include reports such as the *Assignment Log*, the *Applications Not Assigned List*, the *Application Count by Case Worker List*, etc., (See "Reports" in the Admin screen.)

Reports that are not program specific include the *Member Contact/Feedback Report*, the *Screener Counts by Month* list, and the *Voter Registration* report.

Voter Registration Report

When an applicant applies for DCO program eligibility through Access Arkansas, he or she will be given the opportunity to register to vote by linking them to the Arkansas Secretary of State website. If the applicant indicates that he or she does want to register to vote, this selection will be captured and included in the Voter Registration report. County staff responsible for sending the Voter Registration report to Field Operations must take this data and add it to the report submitted each month.

Technical Difficulties – County Staff

As with current technical problems, county staff will contact the help desk at 682-HELP (4357) when having technical difficulties in Access Arkansas Admin screens.

Inquiries to: SNAP Unit, 682-8284
TEA Unit, 682-8182
Medicaid Unit, 682-8259

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: TEA98-7, FSC 98-15

Food Stamp Certification Manual

Issuance Date: 07-01-1998

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Implementation of the Simplified Food Stamp Program

I. PURPOSE

Under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, the State is allowed to operate a Simplified Food Stamp Program (SFSP) for households participating in the Transitional Employment Assistance (TEA) Program. Effective August 1, 1998, the State of Arkansas will operate a SFSP under a plan approved by the Department of Agriculture, Food and Nutrition Service.

The SFSP will be a basic element of the TEA Program in Arkansas. It will provide TEA Program recipients with their basic food needs while the parent or other adult relative works toward increasing his or her earning potential. It is expected that once TEA recipients become more self-sufficient and the household's earnings increase, the household's food stamp benefits will be significantly reduced. Some TEA households will no longer require assistance with their food needs after completing the TEA Program.

This transmittal contains a basic explanation of how the SFSP works. A full explanation is provided in the new 10000 section of the TEA Manual. The county should receive this policy on or before the first work day of August 1998. **The SFSP contains several points at which each individual county office must make a decision about SFSP administration. These decision points are highlighted both in the directive and in the policy.**

II. WHO WILL PARTICIPATE IN THE SIMPLIFIED FOOD STAMP PROGRAM

The following households will participate in the SFSP:

- Households where all members receive TEA Cash Assistance
- Households where all members receive a combination of TEA Cash Assistance and SSI
- Households where all members receive TEA Cash Assistance except for children not added to the TEA Cash Assistance solely due to the Family Cap

III. APPLYING FOR THE PROGRAM

The TEA Application (DCO-180) has been revised. The questions on page 1 of the revised DCO-180 (along with the remainder of the form) will provide the information needed to determine eligibility for either the regular Food Stamp Program or the Simplified Food Stamp Program.

If the TEA application can be completed within 30 days and the household is entitled to participate in the SFSP, the household's food stamp benefits will be authorized under the SFSP rules. However, under the following conditions, food stamp benefits for TEA applicants will be authorized under the regular Food Stamp Program rules:

- The household is entitled to expedited service, but the TEA application cannot be certified within seven calendar days;
- The household is not entitled to expedited service, but the TEA application cannot be completed within 30 calendar days;
- The TEA application is approved and the household is eligible for food stamp benefits but is not entitled to participate in the SFSP; or
- The TEA application is denied, but the household is eligible to receive food stamp benefits.

DECISION POINT

The county office must decide how to handle TEA applications when the household's food stamp benefits must be approved under the regular Food Stamp Program rules. It is not required that the same county office worker determine the TEA eligibility and the food stamp eligibility.

TEA applicants certified under regular Food Stamp Program rules will be assigned a three month certification period. If the TEA Cash Assistance application is approved before the end of the three month certification, the household will be converted to the SFSP as described in item IV below and assigned a twelve month certification period.

DECISION POINT

The county office must decide how to monitor SFSP cases to ensure that the household's food stamp certification does not expire. The county may choose when to extend the household's certification as long as there is some contact with the household at the time the certification is extended. Page 2 of the revised TEA application contains a tool for tracking the certification periods on SFSP participants. County offices may not develop forms or questionnaires to be completed signed and returned by the household.

If the TEA application is denied or the household is not entitled to participate in the SFSP, the food stamp household will undergo the regular recertification process at the end of the three month certification period.

IV. CONVERSION OF CASES TO THE SFSP

Cases will be converted from the regular Food Stamp Program to the SFSP when the food stamp household is composed entirely of TEA Cash Assistance recipients and SSI recipients. If a TEA applicant is currently participating in the regular Food Stamp Program, conversion will occur at the time of TEA Cash Assistance approval.

For households currently receiving TEA Cash Assistance, conversion may occur at the first case action in either the TEA or the food stamp case after the implementation of the SFSP. Conversion will consist of recalculating the budget and extending the household's certification period. The household's extended certification period may be no longer than 12 months.

V. DETERMINING ELIGIBILITY UNDER THE SFSP

Household Composition - Husbands and wives, parents and their children under age 22, and siblings under age 18 who live in the same dwelling will continue to be restricted from participating as separate households in the SFSP.

Resources - Households participating in the SFSP will only be required to meet TEA resource limits unless there is a child in the home affected by the family cap provisions. In that case, the household must meet the Food Stamp Program resource limits. Countable resources will be determined using TEA guidelines.

Income - Households participating in the SFSP will only be required to meet TEA income limits. Countable income will be determined using TEA guidelines.

Budgeting - The household's food stamp benefit amount will be determined using normal food stamp budgeting procedures.

Shelter Costs - Except for SFSP households with an aged or disabled member, the shelter cost for each SFSP household will always be a standard amount. The shelter standard, which differs from county to county, includes the rent or mortgage payment, taxes and insurance and utility costs. Households which contain either an aged (age 60 or older) or disabled (SSI recipient) member will be allowed to choose between the shelter standard and the household's actual shelter costs.

Certification Periods - Households participating in the SFSP will be assigned a 12 month certification period. However, there is no recertification process. Instead, the certification period is extended for up to 12 additional months whenever the agency has contact with the household.

Authorizing Benefits - There will be no change in the method or schedule for authorizing food stamp benefits.

VI. MAINTAINING ELIGIBILITY

Changes - Households participating in the SFSP will have no reporting requirements in addition to the TEA Program reporting requirements.

Notices - Notices will be issued at initial approval, when there is an increase or decrease in the food stamp benefit amount, when the SFSP case is closed or to notify a household when a restored benefit or

supplemental benefit has been authorized. Whenever possible, the SFSP notice will be combined with the TEA notice.

VII. MISCELLANEOUS

Hearings - Households aggrieved by an action in the SFSP will be entitled to an administrative hearing in accordance with the TEA policy.

Quality Assurance Reviews - Quality Assurance (QA) reviews will be conducted on SFSP cases.

VIII. PROGRAM ADMINISTRATION

Procedural Issues - Each county must provide general guidelines for the local county office procedures on keying SFSP approvals and denials. Each county must determine how to maintain records of SFSP records in the TEA case record.

Training - Training will be conducted by the Area Trainers.

DECISION POINT

The county office must decide which county office workers will receive SFSP training.

Technical Assistance - Technical assistance will be provided through the normal chain of command. Program Support Specialists should seek clarification of TEA-related policy issues (e.g. - how to determine countable income and resources) from the TEA Unit. However, questions related to the SFSP procedures will be directed to the Food Stamp Policy Unit. When necessary, these two Units will consult on clarifications before the information is released to the field.

FACTS Codes - Effective 8/1/98, one of the following codes must will be keyed in field 12 of the WFSM screen to indicate SFSP status: REG for a food stamp household which is not eligible to participate in the SFSP; SSI for a SFSP household with at least one member who receives SSI; SFC for a SFSP household with at least one member affected by the family cap provisions; or SO for a SFSP household when all members are included in the TEA Cash Assistance. If there are both SSI and household members affected by the family cap provisions, SFC should be keyed in field 12 of WFSM.

Inquiries to: Betty Helmbeck, Food Stamp Section, (501) 682-8284

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MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 98-18

Food Stamp Certification Manual

Issuance Date: 11-01-1998

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Handling Special Payments in the Food Stamp Program

This directive provides instructions for handling TEA Diversion Payments, Employment Bonuses and Extended Support Services Transportation Benefit payments in the Food Stamp Program.

DIVERSION ASSISTANCE – Diversion Assistance is a one-time payment to or on behalf of the family that will resolve a financial problem so that the adult can maintain and/or obtain employment. Diversion Assistance is available to an adult only once during his or her lifetime. See [TEA 2010](#) for additional information.

In the Food Stamp Program, Diversion Assistance payments will be excluded as a nonrecurring lump sum payment. See [FSC 4950](#) for instructions on handling lump sum payments.

EMPLOYMENT BONUS – An Employment Bonus cash payment will be made to any family who becomes ineligible for TEA cash assistance due to employment or who requests the TEA case be closed due to employment, unless the family has already received an Employment Bonus within the preceding twelve months. The amount of the bonus payment will be equal to the amount of the last regular TEA cash payment. See TEA 5130 for additional information.

In both the regular Food Stamp Program and the Simplified Food Stamp Program, Employment Bonuses payments will be counted as unearned income in the food stamp budget in the month received.

EXTENDED SUPPORT TRANSPORTATION PAYMENTS – When a TEA case closes due to employment, the family is automatically eligible to receive two months of Extended Support Transportation payments in the amount of \$200 each month. These payments are intended to help the family meet transportation costs in the first two months following termination of TEA cash assistance. See TEA 5140 for additional information.

In both the regular Food Stamp Program and the Simplified Food Stamp Program, Extended Support Transportation benefit payments will be excluded as a reimbursement for a job-related expense to the extent that these payments do not exceed actual job-related expenses for transportation costs.

Example A household member receives an Extended Support Transportation payment in the amount of \$200. The member's transportation expenses total \$150. \$50 will be shown as unearned income in the food stamp budget.

Transportation costs may include the expenses of purchasing, repairing or maintaining a car.

Transportation costs may also include payments made for public or private transportation to the employment site. Transportation costs will be verified to the extent that it is practical to do so. For example, a household may be able to verify the costs of repairing a car or purchasing tires. However, they may not be able to furnish receipts for gas. In that case, the county office worker may use the current State reimbursement rate of \$.28 per mile times the round trip mileage to the work site to determine the cost of transportation to work.

Inquiries to:

[Betty Helmbeck], Food Stamp Section

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 99-6

Food Stamp Certification Manual

Issuance Date:02-01-1999

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Food Stamp Requirement to Work (RTW) Waivers - Annual Update

Food and Nutrition Service (FNS) has granted the State permission to waive the Food Stamp Program Requirement to Work (RTW) in counties that have been identified as labor surplus areas by the Department of Labor (DOL).

RTW Waivers Effective January 1, 1999

In Arkansas, DOL identified 33 counties and one city as labor surplus areas for the period beginning October 1, 1998, and ending September 30, 1999. Effective January 1, 1999, the State will waive the RTW in:

- | | | |
|--------------------|---|---------------------|
| 1. Ashley County | 12. Jackson County | 23. Ouachita County |
| 1. Bradley County | 12. Jefferson County, city
of Pine Bluff | 23. Perry County |
| 1. Calhoun County | 12. Lafayette County | 23. Phillips County |
| 1. Chicot County | 12. Lawrence County | 23. Poinsett County |
| 1. Clay County | 12. Lee County | 23. Prairie County |
| 1. Columbia County | 12. Lincoln County | 23. Randolph County |

- | | | |
|---------------------|-------------------------|------------------------|
| 1. Dallas County | 12. Little River County | 23. Searcy County |
| 1. Desha County | 12. Mississippi County | 23. Sharp County |
| 1. Drew County | 12. Monroe County | 23. St. Francis County |
| 1. Hempstead County | 12. Nevada County | 23. Union County |
| 1. Izard County | 12. Newton County | 23. Van Buren County |
| | | • Woodruff County |

These waivers are effective until further notice.

Waiver Application

The RTW waivers apply to individual recipients who actually live in an area covered by a waiver. This statement remains true no matter which county a household selects as its service county under the alternate service provisions in FSC 1301 – 1304. When a food stamp household actually lives in an area not covered by a waiver, the RTW will apply. However, if a food stamp household actually lives in an area covered by a waiver, the RTW will not apply.

When a food stamp household physically moves into an area covered by an RTW waiver, household members will no longer be subject to the RTW. If a household member is currently disqualified for failure to comply with the RTW, the disqualification will be ended. However, no benefits will be restored and/or supplemented due to the lifting of the disqualification following the move.

Counties Where The RTW Waiver Is Being Continued

The RTW waiver will continue without interruption in the following areas:

- | | | |
|----------------|--------------------------------------|-----------------|
| Bradley County | Izard County | Nevada County |
| Calhoun County | Jackson County | Ouachita County |
| Chicot County | Jefferson County, city of Pine Bluff | Phillips County |
| Clay County | Lafayette County | Prairie County |

Columbia County	Lawrence County	Randolph County
Dallas County	Lee County	Searcy County
Desha County	Little River County	St. Francis County
Drew County	Mississippi County	Union County
Hempstead County	Monroe County	Van Buren County
		Woodruff County

No special actions are required in these counties.

Counties Where An RTW Waiver Is Effective January 1, 1999

Effective January 1, 1999, the RTW waiver will apply either for the first time or after a break of one year in the following counties:

Ashley Perry

Lincoln Poinsett

Newton Sharp

In these counties, each case must be reviewed at the next application approval, quarterly report, or reported change to determine if any household member is currently disqualified for failure to comply with the RTW. (Disqualifications that occurred prior to May 19, 1998, may still be in effect.) If a current household member is disqualified, the member will be added back to the household.

When a member who was disqualified is added back to the food stamp case, the worker must determine if benefits were lost after January 1, 1999, due to the imposition of a RTW sanction. If yes, benefits may be restored and/or supplemented to compensate for any loss occurring in January 1999, or later due to a RTW disqualification. See FSC 13000 – 13360 for instructions on authorizing supplemental and restored benefits.

Counties Where No RTW Waiver Applies

FNS grants each state a certain number of RTW exemptions to be applied in areas not covered by a RTW waiver. The State of Arkansas has chosen to apply these exemptions across the board to all individuals who are subject to the RTW and reside in an area not covered by a RTW waiver.

In counties with no RTW waiver, whenever an application, quarterly report or reported change is processed, the worker must determine if any household member would be subject to sanction because of the RTW. If so, that individual will be granted an exemption from the RTW requirement. The decision to exempt an individual from the RTW must be documented in the case record.

Exemptions will not be granted to:

- Individuals who are the parents of a minor child,
- Individuals who are disabled,
- Individuals who are younger than age 18 or older than age 49,
- Individuals who are exempt from the work registration requirements, or
- Individuals who are otherwise in compliance with the RTW because they are working at least 20 hours per week or participating in a job training program as specified in FSC 3500.

Counties must track each food stamp recipient granted a personal exemption from the RTW so that we can maintain an accurate record of these exemptions. The county may track this information manually or by using a PC based system. Any system devised should track, at a minimum, the name and social security number (SSN) of the exempted individual and the date of the exemption.

Each month, the county must submit to the Food Stamp Section, Central Office, a report of the total number of personal RTW exemptions granted during the month. (It is not necessary to submit the names and SSNs of exempted individuals.) The report should be submitted by the 10th of each month for the prior calendar month. The report may be e mailed or faxed to Quranner Cotledge, Manager, Food Stamp Program. The fax number in the Food Stamp Section is (501) 682-1469.

Inquiries to:

Betty Helmbeck, Food Stamp Section, (501) 682-8284

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 99-18

Food Stamp Certification Manual

Issuance Date: 08-01-1999

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Requests for Legal Opinions

This directive, which supersedes FSC 87-1, updates the procedures that county office workers should follow in determining whether a legal opinion should be requested in the Food Stamp Program.

While it is unreasonable to expect county office workers to be able to make legal determinations regarding resources, it is also impractical to require a written legal opinion for each case that has a resource. Therefore, a written legal opinion will be required for a case where the following conditions exist:

1. An individual whose resources must be considered is the sole or joint owner of a resource; and
2. Ownership of the resource or accessibility to the resources is questionable; and
3. The equity value of the resource, when combined with other resources, exceeds the resource limit or equity value cannot be determined.

A legal opinion may also be requested anytime the worker is unsure whether the resource should be disregarded. A request should be made even if you have requested a similar opinion in the past.

If a legal opinion is needed, a memo from the County Administrator or ES Supervisor must be submitted to Roy D. Kindle, Jr., Assistant Director, Office of Program Planning and Development, Slot 1220.

The memo must include:

1. The programs (food stamps only or food stamps and TEA or Medicaid) for which a clearance is being requested;
2. A complete description of the circumstances; and
3. Copies of all documentation (deeds, titles, etc.).

The Office of Program Planning and Development (OPPD) will either provide a clearance or will submit the request to the Office of Chief Counsel for an opinion. The Office of Chief Counsel will provide a written opinion to OPPD within 30 days. In either case, a written interpretation will be provided to the requesting office.

Inquiries to:

Betty Helmbeck, Food Stamp Program, (501) 682-8284.

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: FSC 99-21

Food Stamp Certification Manual

Issuance Date: 12-01-1999

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Categorical Eligibility

I. General Explanation

In Arkansas, the Transitional Employment Assistance (TEA) Program is funded through a Temporary Assistance for Needy Families (TANF) block grant. Under TANF rules, resources, particularly vehicles, are handled differently than they are in the Food Stamp Program. For example under TEA 2272, one vehicle is excluded for each household.

Households where all members receive TANF (TEA) benefits or a combination of TEA and SSI benefits are categorically eligible. Vehicles and other resources that are owned by members of categorically eligible households are excluded under food stamp rules. See FSC 4451.

The United States Department of Agriculture, Food and Nutrition Service (FNS) is aware that families that have moved from welfare to work often rely on food stamp benefits to provide their basic nutritional needs. In order to assist families that own vehicles over the Food Stamp Program resource limits make a successful transition to self-sufficiency, FNS has allowed each State to redefine categorical eligibility within certain parameters. Arkansas' new definition appears below.

II. New Definition of Categorical Eligibility

OLD POLICY Households composed entirely of TEA and/or SSI recipients are classified as categorically eligible households.

NEW POLICY The definition of a categorically eligible household is being expanded to include:

1. Those households where all members receive or are certified to receive TEA cash assistance or certain non-cash TEA benefits; and
2. Those households where the entire household benefits because at least one household member receives one of the TEA benefits listed below in item III.

Example 1 When a household member receives TEA cash assistance, the entire household benefits from the additional financial support.

Example 2 When a household member is able to work because he or she is receiving child care assistance, the entire household benefits from the child care assistance.

The expanded definition applies to a finding of eligibility by the county office. This means a household cannot be considered categorically eligible under these rules unless at least one household member made application to receive some type of TEA benefit provided through the DHS county office and was found eligible through the county office to receive such benefits.

PLEASE NOTE: These provisions will not affect the selection of households required to participate in the Simplified Food Stamp Program (SFSP). Only households where all members, except family cap children, receive TEA cash assistance or a combination of TEA cash assistance and SSI benefits may participate in the Simplified Food Stamp Program.

Neither will this directive affect the policy at FSC 1631 which governs separate households. There are no changes in these provisions.

III. List of TEA Benefits

A list of benefits provided through the DHS county office appears below. This list is all-inclusive. Other benefits funded in whole or in part by TANF funds will not confer categorical eligibility.

- Child-care assistance – (Since child-care assistance is funded by the CCDF with state MOE funds, child-care assistance will be considered the same manner as TANF funded assistance.) Child care assistance provided to eligible individuals when such assistance is necessary for an individual to participate in any TEA work activity will confer categorical eligibility. Extended child care assistance provided to former TEA recipients when the TEA cash assistance case is closed due to employment will also confer categorical eligibility.
- TEA cash assistance – These monthly payments are available to help meet the family’s basic needs while the parent or other adult relative works toward increasing his or her earning potential. An eligible family may receive cash assistance for no longer than 24 months. TEA cash assistance is also available to help meet the needs of children who are being cared for by non-parent adult relatives. Assistance to such relatives is available without regard to a specified time limit.
- Mentoring services – This service is designed to provide clients with the support needed to move from welfare to work. Mentoring services will be provided as long as it is deemed appropriate by the worker, coordinator and mentee. If the TEA case closes due to employment, these services may be provided for up to six months after the date of closure.
- Case management services and extended case management services – Case management is the process of coordinating and brokering the multiple services needed to achieve progress towards self-sufficiency. Case Managers serve as a point of contact for the client and a point of accountability for the agency. Case management services will be provided to those individuals who need assistance before and after accepting employment. This service will be provided as

long as the client is eligible. Extended case management may be provided for up to 12 months after cash assistance has been terminated due to employment.

- Employment Bonus – An Employment Bonus cash payment will be made to any family that becomes income ineligible due to employment or who requests the cash assistance case be closed due to employment. Only one Employment Bonus may be authorized to a family within a 12-month period.
- Transportation assistance – When a TEA case closes due to employment (by agency determination or at the family's request), the family is automatically eligible to receive two months of Extended Support Services (ESS) Transportation assistance. There is no limit to the number of times a family may receive ESS Transportation assistance.
- Job retention payments – When a TEA case closes due to employment, the family may receive, during the 12-month period following case closure, a cash payment for the purpose of enabling the adult to retain his or her job. The amount of payment will be the actual amount needed to resolve the job-related need.

IV. Impact of Categorical Eligibility on Participation in the Food Stamp Program

Households found to be categorically eligible under these rules will be coded as a PA household on the FACTS system. Code "1C" will be used for these households.

A categorically eligible household does not have to meet the Food Stamp Program resource limits. Categorically eligible households do not have to meet gross income limits.

A categorically eligible household with one or two members will always receive at least \$10 in food stamp benefits. Categorically eligible households with three or more members will receive a minimum benefit of \$2.00 only if the Thrifty Food Plan reduced by 30% of the household's net income is at least \$1.00. If the benefit calculation is less than \$1.00, the household will not receive benefits and will be handled as an otherwise eligible household See FSC 8641.

The county office worker must determine if a household is categorical eligibility if:

- An application for food stamp benefits is about to be denied because the household has resources or income over the Food Stamp Program limits; or
- A food stamp case is about to be closed because the household has resources or income over the Food Stamp Program limit.

Any food stamp application denied or any food stamp case closed due to excess resources or income must contain documentation that the household is not categorically eligible. To assist in the process of applying these rules to households with excess resources and documenting the result, a categorical eligibility test has been developed. The test is attached to this directive. **The categorical eligibility test must appear in all food stamp denials and closures if the basis of the denial is excess resources or income.**

NOTICES: Households denied benefits due to excess resources or income will be issued a manual denial notice. The notice must state that if any household member begins receiving TEA benefits, the

household may become categorically eligible and that the household may apply for food stamp benefits.

V. Changes in the Household's Categorical Eligibility Status

When a food stamp case is adjusted to remove a TEA cash assistance payment from the budget, the household's categorical eligibility status will be determined. If the household continues to be categorically eligible due to receipt of non-cash TEA benefits through the DHS County Office, the food stamp case will not be closed due to excess resources or income. If the household is no longer categorically eligible, the case will be closed if the household's income or resources exceed Food Stamp Program limits.

If a household subject to quarterly reporting is receiving non-cash TEA benefits, the household's categorical eligibility status will be reviewed each time the quarterly report is submitted. Each county should devise some method of insuring that categorical eligibility is monitored for households not subject to quarterly reporting. For example, the county office worker could assign a certification period to end no later than the month in which the household's non-TEA cash benefits are expected to end. If the household is no longer categorically eligible, the case will be closed if the household's income or resources exceed Food Stamp Program limits.

Inquiries to: Betty Helmbeck, Food Stamp Section, (501) 682-8284

Categorical Eligibility Test

When to apply this test.

This categorical eligibility resource test will only be used when a food stamp application is to be denied or a food stamp case is to be closed due to excess resources or income.

How to apply this test.

To determine if a household with excess resources or income is categorically eligible, the county office worker may follow these steps:

STEP 1 Do all household members receive any combination of SSI benefits and/or TEA cash assistance?

YES r NO r

If yes, the household is categorically eligible. Process the application. (When all household members receive TEA cash assistance or a combination of TEA cash assistance and SSI benefits, the household participates in the Simplified Food Stamp Program. Households where only family cap children do not receive TEA benefits also participate in the SFSP.)

If no, go to STEP 2.

STEP 2 Do all household members receive TEA benefits through the DHS County Office? **YES r NO r**

If yes, the household is categorically eligible. Process the application.

If no, go to Step 3.

STEP 3 Do some, but not all, household members receive any TEA benefit through the DHS County Office? **YES r NO r**

If yes, the household is categorically eligible. Process the application.

If no, the household is ineligible. Deny the application.

MANUAL TRANSMITTAL

Arkansas Department of Human Services
Division of County Operations

Policy Directive

Issuance Number: FSC 99-26

Food Stamp Certification Manual

Issuance Date:11-01-1999

From: Ruth Whitney, Director

Expiration Date: Until Superseded

Subj: Vehicle Valuations

The Food Stamp Section has gathered comments on the use of certain Internet sites versus the NADA book for determining the fair market value of vehicles. This directive provides guidance on the process to use when determining the value of vehicles. This directive applies only to the Food Stamp Program.

At the application interview or at the time of processing a change, the NADA book must be used to determine vehicle value. If the household's resources exceed the maximum due in part or entirely to the fair market value of the vehicle as listed in the book, then the worker will access one of the free web sites listed below and use the wholesale value. When the wholesale value is not available, a comparable value (i.e. trade-in or loan value) must be used. A copy of the web page showing the vehicle value must be printed and filed in the case record. The free web sites are CarPrices.com, Autopricing.com, Intellichoice.com, Edmunds.com, and Kelley Blue Book (kbb.com). No other web sites will be considered acceptable.

Inquiries to:

Kissia Nathaniel, Food Stamp Section (501) 682-8286

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: SNAP 11-09

SNAP Certification Manual

Issuance Date:06-29-2011

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: 10 Day Request for Information

The Division of County Operations has received a clarification of Federal SNAP regulations relating to Arkansas SNAP policy as a result of a QA arbitration hearing. Effective immediately, all households must be provided with 10 days to provide requested information no matter who is at fault and without regard for the amount of time remaining in the application process.

Initial Applications

Current: SNAP policy states when an interview occurs after the 20th day, the household must furnish any requested verification by the 30th day or the application will be denied if the household is at fault for the delay.

New:

Applications affected by the 10 day verification period extending beyond 30 days must not be denied but remain pending even if it goes overdue. If the information is received at any time during the 10 day period, benefits will be determined from the application date. Under these circumstances fault will not be assigned to the household. If the information is not returned within the 10 day period, the application will be denied. Processing will be resumed per current policy if the requested information is returned after the 10 day verification period has expired.

Example:

Mr. Jones files an initial SNAP application on 6/1/11. Due to reschedules, he is interviewed on 6/27/11. He is issued a DCO-191 requesting income verification. We must allow him until 7/7/11 to provide the requested verification. His application will remain pending until 7/7/11 even though it will be overdue. If the required information is returned during the 10 day

period, the application will be approved from the original application date of 6/1/11. If the requested information is not returned by the end of the 10 day period, the application will be denied 7/7/11.

The DCO-191 must clearly state what verification is being requested from the household so the client can provide accurate and proper verification, thereby preventing any potential delays in processing.

Periodic Reports (SRs & Midpoints)

Current:

SNAP policy states that when information is required to process Periodic Reports and the waiting period goes beyond the end of the report month, the case will automatically close and the case will be reinstated when requested information is returned.

New:

When the Semi-Annual or Midpoint Report requires further verification but the request and its waiting period will carry the eligibility determination process past the end of the month, the household must still be given 10 days to provide verification. While the county office is waiting for the household to return the requested information, the case must remain open when the 10-day period extends beyond the end of the report month. **Therefore the county must take necessary action to keep the case open while waiting for requested verification.** If verification is not provided by the 10th day, the case may be closed with an adequate notice and the household must reapply.

Example:

Ms. Smith submits her SR on 6/23/11. The county determines she must provide income verification. A DCO-218 requesting the verification is issued 6/25/11. We must allow her until 7/5/11 to provide the requested verification. The county must take appropriate action to prevent her case closure on 6/30/11 while her notice is pending. If the required information is returned during the 10 day period, the case will remain open. If the information is not returned, the case will be closed and an adequate notice issued.

Note: *Because the county is requesting necessary verification and applying the newly required "10 day minimum" rule, no overpayment will exist when a case remains open and benefits are subsequently reduced or the case closes due to non receipt or caseworker determination.*

The DCO-191 and the DCO-218 must clearly state what verification is being requested from the household so the client can provide proper verification. This will help prevent potential delays in processing.

Revisions to the following policy reflecting this change are forthcoming:

- SNAP 11000, processing standards for Semi-Annual Reports and Midpoint Reviews.
- SNAP 8000 , Initial Applications

Failure to comply with this regulation will result in a QA error if the case is pulled and it is found that the household was not allowed 10 days from the date of the request to provide the requested verification no matter how much time remains in the application or periodic report determination process.

Inquiries to:

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MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number:SNAP 11-14

SNAP Certification Manual

Issuance Date:07-25-2011

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: SAVE Response Denial Notice

The Department of Human Services' access to the Systematic Alien Verification for Entitlement (SAVE) System is provided through an agreement with the Department of Homeland Security-U.S. Citizenship and Immigration Services (DHS – USCIS). As part of the agreement, DHS is responsible for providing a written adequate notice of denial to an individual who is denied SNAP, TEA, or Medicaid benefits based solely or in part on the SAVE response, along with the information needed to contact DHS-USCIS to correct his or her records.

Attached are the "How to Correct Your Records" fact sheet and the Notice of Action for the TEA, SNAP, and Medicaid Programs. Effective immediately, county offices are to begin sending the attached appropriate Notice of Action along with the "How to Correct Your Records" fact sheet when a household member is denied benefits based on the SAVE response. In this instance, a system-generated notice will not be sent. Sections I and II of the Notice of Action will be used to explain the denial or approval, including the amount of SNAP and/or TEA benefits for which the household was approved. The "Reason for Action" section will be used to detail which member of the household was not added to the case due to the SAVE response.

Inquiries to:

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MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: MS 11-15

SNAP 11-16

TEA 11-06

[Medical Services Policy Manual](#)

Issuance Date: 08-26-2011

[SNAP Certification Manual](#)

[Transitional Employment Assistance manual](#)

From: Joni Jones, Director

Expiration Date: Until Superseded

[Subj: Business Process Change: Transferring Cases and Applications](#)

With the implementation of the electronic case record, there is no longer a need to transfer a paper file when a client moves from one county to another. The ability of any county to view documents in the electronic record enables us to streamline the transfer process and implement another positive change to our business processes.

Effective immediately, the receiving county may complete the transfer of a case or application in ANSWER. The following describes the procedures for either the transferring or receiving county to complete a transfer for an open case or a pending application.

Transferring an open SNAP, TEA, or Medicaid Case

If reported to receiving county:

1. Change the address in ANSWER.
(SNAP only: Add new shelter costs to budget if reported or request verification of new shelter costs if questionable.)
2. Select the new county.
3. Transfer all open budgets.
4. Document pertinent information in ANSWER.

If reported to transferring county:

1. Change the address in ANSWER.
2. Select the new county.

3. Transfer all open budgets.
4. Send an email to the receiving county's Program Eligibility Coordinator and the County Administrator notifying them of the transfer.
5. Document pertinent information in ANSWER.

Transferring a non-LTC pending application

If reported to receiving county:

1. The receiving county will deny the application using the "transfer" reason code for the appropriate benefit program.
2. Change the address.
3. Change the county code.
4. Re-register the application.
5. Transfer the application.
6. Document pertinent information in ANSWER.

If reported to transferring county:

1. Deny the application using the "transfer" reason code for the appropriate benefit program.
2. Change the address.
3. Change the county.
4. Re-register the application.
5. Transfer the application.
6. Send an email to the receiving county's Program Eligibility Coordinator and the County Administrator notifying them of the transfer.
7. Document pertinent information in ANSWER.

Transferring a Long Term Care Case:

An eligibility determination must be made on a pending application prior to the transfer. This prevents the applicant from having to repeat the interview and documentation process.

When completing the approval:

1. Wait 48 hours for overnight edit before transferring the electronic case.
2. Change the address and county in ANSWER.
3. Change the name of the LTC facility in ANSWER.
4. Transfer the open budget.
5. Send an email to the receiving county's Program Eligibility Coordinator and the County Administrator notifying them of the transfer.
6. Document all pertinent information in ANSWER.

If the applicant is not eligible, the application will be denied.

Inquiries to:

Medicaid Unit, (501)682-8254, SNAP Unit, (501) 682-8286
TEA Unit, (501) 682-8182

MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: MS 11-17

SNAP 11-25

Medical Services Policy Manual

Issuance Date: 10-01-2011

SNAP Certification Manual

From: Joni Jones, Director

Expiration Date: Until Superseded

Subj: New Business Process and Policy Revision

I. Introduction

With the opening of the Access Arkansas Processing Center (AAPC), changes to our business processes are being implemented to reduce county work load, streamline business processes and improve overall case processing and timeliness. These changes will better facilitate the redirecting of work that will be processed by the AAPC and improve customer services.

In October 2011, the AAPC will begin processing:

- Annual Reviews (formerly called Mid-Points) for all SNAP cases
- SNAP Recertifications for 24 month cert cases
- All Medicare Savings Program (MSP) Annual Reviews including those with SNAP cases

Also in October 2011, several SNAP processes will change regarding interim reports:

- Neither SAR's nor Annual Reviews (Mid-Points) will automatically close if the form has been received but not processed.
- Cases that have been keyed as received but not processed by the end of the month will remain on FQTK for tracking purposes.
- Counties will only allow 10 days for SAR or Annual Review clients to return requested information.
- Counties will close a case after the expiration of the notice if requested information is not returned. The case will be closed the day after the notice expires but must be closed for the correct reason via a manual or system generated adequate notice according to SNAP policy 11570.

- Counties will reinstate cases in which the information that was requested is returned after the notice expires but within 30 days of the final date on the notice.

Effective 11/01/11, Arkansas will implement a medical standard for Aged/Disabled households. The addition of the medical standard should serve to increase the benefits received by many Aged/Disabled households participating in SNAP as well as streamline the eligibility process. Other changes are on the horizon pending federal approval and all will be beneficial to you in the way that they impact your work flow.

II. **Access Arkansas Processing Center - Completion of the SNAP and MSP Annual Reviews**

The annual reviews for both SNAP and MSP will be completed at the Access Arkansas Processing Center (AAPC). Counties will no longer process the SNAP Annual Reviews (formerly Mid-Points) or any MSP reviews. We have implemented a joint annual review process for clients that participate in both MSP and SNAP (24 month cert or longer). SNAP recertifications for these type households will also be processed by the AAPC.

A. **New and Revised Forms**

Form DCO-811, SNAP/MSP Annual Review, has been revised to merge the SNAP and MSP Annual Reviews into one report form. The new DCO-811 will also be used for SNAP recertifications. Forms DCO- 235 and DCO- 244 will no longer be used.

The first extract of the new form DCO-811 will occur September 23, 2011 to affect November benefits. The client must return the form in October. Future extracts will occur in the 11th month on the 6th working day from the end of the month. A BRM envelope is included with the form so it can be returned to the AAPC. If the form is returned to the county office, the county will advise the client to mail the form to the AAPC in the envelope provided or the county can mail the form to the AAPC. **Please do not scan the form in the county office.** The DCO-811 must be scanned by the AAPC because it will go through a workflow process. The workflow process applies only to the AAPC.

Form DCO-93, Notice of Action, has been developed to be system generated to the client when the DCO-811 has not been received by the due date.

Form DCO-103, SNAP/MSP Request For Information At Annual Review, has been revised to accommodate requests for information in both the SNAP and MSP program.

B. **New ANSWER Functionality**

SNAP Mid-point – In ANSWER, SNAP midpoint will now be referred to as SNAP Annual Review.

SNAP Mid-point (Annual Review) - SNAP budget units will no longer be closed when the report form has been returned but not processed. The budget unit will remain open at the end of the month and it is the worker's responsibility to close the budget unit if necessary. Budget units will continue to close at the end of the certification period even if the form has been returned but not processed.

An edit has been added to ANSWER to alert workers when they are processing SNAP Annual Reviews or MSP reevaluations. In order to keep the associated Medicaid re-evaluation from going overdue and remain in synch with the SNAP case, both the SNAP and MSP review must be completed before the worker can exit the master case in ANSWER. The edit will be applied as follows:

- For Mid-point tasks that were created prior to the release (existing at the time of the release) the edit will not apply. For MSP tasks that were created prior to the release (existing at the time of the release) the edit will not apply. For example, a worker is completing a Mid-point task due 09/30/11 and the client has a pending MSP reevaluation task. The edit will not apply and the worker will be able to exit the Master Case without completing the MSP reevaluation. However, the worker should continue to follow the current Medicaid Directive, MS 01-14 and process the Medicaid re-evaluation with the Mid-point Review.
- When a worker processes an MSP re-evaluation task and a SNAP annual review task exists for the same case head, the worker will receive an alert to process the task for the SNAP annual review and will not be allowed to exit the master case until both tasks are cleared. The alert will read, "Client has a SNAP annual review task and must be processed at this time".
- When a worker processes a SNAP annual review task and an MSP re-evaluation task exists, the worker will receive an alert to process a MSP re-evaluation and will not be allowed to exit the master case until both tasks are cleared. The alert will read, "Client has an MSP re-evaluation task and must be processed at this time".
- **For SNAP approvals, the edit will not apply.** For example, a worker is approving a SNAP application in the month of October and the client is the budget unit head of an open MSP budget unit with a pending MSP reevaluation task. The edit will not apply and the worker will be able to exit the Master Case without completing the MSP reevaluation.

III. SNAP Periodic Review (SAR and Annual Review) Process Changes

A. No Closure When Form is Returned

Currently counties can allow the system to close SAR and Mid-Point cases when the client is issued a DCO-218 or DCO-103 timely and the client does not respond by the end of the month. Beginning October 2011, these cases must be closed by the worker with an adequate system or manual notice related to the information request. They will not close automatically.

B. Ten Day Notice Requirement

Current processing standards for periodic reports require that any additional verification requests to the household via the DCO-218 or DCO-103 must not expire until the end of the report month.

- **Effective October 1, counties will provide the household with 10 days to furnish requested information. If the household fails to provide the requested information by the close of business on the date the notice expires, the case may be closed on the following work day.**

The current work around for SAR's referenced in screen message 2225 will no longer be applicable in October reports and thereafter. The system will leave open any case that has been assigned to a worker in ANSWER thus putting a Y in the received field on FQTK. By leaving the case showing on FQTK, it a counties' management team can track cases that didn't close but have not been completed.

- **Example #1:**

Mr. Smith submitted his SAR on 10/5/11. It was assigned to caseworker A through the task tab in ANSWER. A DCO -218 is sent to Mr. Smith for additional information on 10/16/11. His notice expires 10/26/11. Mr. Smith does not respond. Caseworker A can manually close the case on the following work day for failure to return information.

- **Example #2:**

Mr. Jones submitted his SAR on 10/22/11. It was assigned to the Caseworker B through the task tab in ANSWER. A DCO-218 was sent to Mr. Jones for additional information on 10/26/11. His notice expires 11/6/11. This case will

remain open as well. If he does not respond, Caseworker B can manually close the case at the end of the notice period.

- **Example #3:**

Ms. Burkes submitted her SAR on 10/5/11. It was assigned to Caseworker D through the task tab in ANSWER. A DCO-218 was sent to Ms. Burkes for additional information on 10/21/11. Her notice expires 10/31/11. Because her notice expires 10/31/11, she must be given ALL day to return the requested information. We cannot close her case until 11/1/11 and she will receive an additional month's benefits. The additional month's benefits would not be considered an overpayment or an error if the case was originally set up correctly at initial application.

If the last day of the month falls on a weekend or holiday, the client must be given until the following work day to provide the requested information. The client must have at least 10 days to provide the info.

To summarize, ALL cases with a Y in the received field on FQTK must be processed manually for closure and the correct reason must be used.

C. **Supplements and Overpayments**

If the client's notice runs into the following month and after processing the case, the client is due a supplement, you will issue it. However, no overpayment will be written on SRs or Annual Reviews that are processed in the month following the month they were due.

D. **New ANSWER Functionality**

SNAP SAR process- SNAP budget units will no longer be closed when the DCO-285 has been returned but not processed. When the form has been entered as received, the budget unit will remain open at the end of the month and it will become the worker's responsibility to close the budget unit if necessary. Forms received but not processed will continue to show on FQTK until the SAR has been processed by the worker. Budget units will continue to close at the end of the certification period even if the form has been returned.

IV. **NEW Reinstatement Rule for SR's and Mid-Points**

We have received approval from FNS to reinstate cases if all verification previously requested on the DCO-218 or DCO-103 is received after the case is closed but within 30 days of the date of closure. This will eliminate many of the re- applications that occur in these instances and save critical appointment slots for counties as well as streamline the process for clients.

- **Example #4:**

Ms. James submitted her SAR on 10/5/11. It was assigned to Caseworker C through the task tab in ANSWER. A DCO-218 was sent to Ms. James for additional information on 10/05/11. Her notice expires 10/15/11. No requested verification is received. Caseworker C closes Ms. James SNAP case on 10/16/11. On 11/8/11, Ms. James submits the requested verification. Her case is processed and reinstated for full November benefits.

V. Medical Standard Deduction

Effective 11/01/2011 SNAP households with an Aged/Disabled household member will be allowed to choose between actual medical expenses and a medical standard. This means that recertifications in October for November and SAR's in October for November are eligible to choose the standard for November ongoing. The DCO- 268 and DCO-285 are being updated but will not have the medical standard option on it for October recerts or SAR's. At the first case action after implementation of the standard, eligibility for it will need to be determined.

A. How to handle October Initial applications:

1. For October initial applications processed in October, enter medical expense per current policy.
2. For October initial applications processed beyond October, enter medical expenses per current policy and for November (ongoing) expenses using the medical standard if applicable.

B. Recert and SR Workaround to be used until DCO 268's and DCO 285's reflect information regarding the medical standard:

1. Recertifications: Clients will have the medical standard explained and offered at recertification if it is verified that they have at least \$35.01 in verified eligible medical expenses.
2. Semi Annual Reports: Clients may be given the standard if it is verified that they have at least \$35.01 in verified eligible medical expenses and electing it does not result in a benefit decrease.
3. Since both the current forms require Aged/Disabled households to verify medical expenses for households eligible for the deduction, no new verification requirements are being added.

The SNAP 6000 section of policy has been updated and will be released in early October with an effective date of 11/01/2011. It has been updated to delete outdated Medicare Prescription policy and to add the medical standard as an option for aged disabled households. Other grammar, usage, and consistency issues have been addressed as well. You will find the medical standard policy in SNAP 6520. Some facts:

- If a household eligible for a medical deduction has at least \$35.01 in medical expenses, they will be given the medical standard of (\$138-\$35) \$103.00

New Business Process and Policy Revision

- Medical expenses of at least \$35.01 must be verified at initial application and declared at subsequent case actions.
- The medical standard is optional if households have actual medical expenses that exceed \$138.00. We strongly recommend that the standard be used in all cases when it's beneficial for the household to use it. For instance, any household with actual medical expenses around \$138.00 would benefit from selecting the standard because it makes it easier for both the case worker and client to manage their case.

More specific information regarding the medical standard will be provided in the Implementation Transmittal that will accompany the policy update in early October.

C. New ANSWER Functionality

SNAP Medical Deduction- New expense type of Standard Medical Deduction has been added to the “Type of Expense” drop down on the Expense tab. This expense type should be used when an Aged/Disabled SNAP member has medical expenses that are equal to or greater than \$35.01, and the worker determines that the household meets the criteria for the Standard Medical Deduction. When this expense type is selected if the household meets the requirements that will allow them to receive a medical deduction they will receive a Standard amount of \$138. The \$35 deduction will be taken from this amount when calculating the budget. The Standard Medical deduction will be allowed per household and is not per aged/disabled member.

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MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: MS 12-11

SNAP 12-17

TEA 12-05

[Medical Services Policy Manual](#)

Issuance Date: 08-27-2012

[SNAP Certification Manual](#)

[Transitional Employment Assistance manual](#)

From: Joni Jones, Director

Expiration Date: Until Superseded

Subject: Client Name Usage

Many government agencies require that the name a person uses to do business with them must match the name recorded with the Social Security Administration (SSA). This has not been the policy of DCO in the past based on a previous opinion from the Office of Chief Counsel (OCC).

In an effort to standardize our procedures with other government agencies and to streamline the processes the county staff uses to resolve name mismatches, an updated opinion was requested from OCC regarding the usage of client names. Effective immediately, in response to the receipt of this opinion, individuals will be required to use the name on record with SSA when applying for or receiving SNAP, Medicaid or TEA Cash assistance. The individual will be advised that the name used for SNAP, Medicaid and TEA programs **must** match the name on record with SSA. If the individual does not want to use that name, he/she will be instructed to change his or her name with SSA. The name recorded in our records will not be changed until the appropriate verification is received.

Correcting SSN Mismatches due to Name

The worker will correct name mismatches by using the name that SSA has on file. If the electronic case record (ECR) contains a copy of the individual's Social Security card, the worker will change the name according to what is on the card. If the client does not have a Social Security card and a copy of the card is not in the ECR file, the worker will contact the casehead for the name that is shown on the household member's Social Security card. If the mismatch cannot be resolved face-to-face or by telephone, the household will be mailed a Request for Contact (RFC), advising the household of the mismatch and the steps needed to resolve the mismatch.

SNAP, Medicaid and TEA policy will be revised to include this change. This directive will remain in effect until that time.

Inquiries to:

Medicaid Unit, (501) 682-8259

SNAP Unit, (501) 682-8286

TEA Unit, (501) 682-8182

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: SNAP 16-01

[SNAP Certification Manual](#)

Issuance Date: 02-04-2016

From: Mary Franklin, Interim Director

Expiration Date: Until Superseded

Subj: ABAWD Homeless Households

Policy Directive SNAP 16-01 addresses changes that reflect a recent FNS clarification regarding the requirement to work (RTW) and ABAWD chronically homeless households.

FNS has clarified that homeless ABAWDs may be granted a medical exemption from the RTW since they may be considered “mentally or physically unfit” for employment.

Homeless households and homeless individuals are defined in the SNAP Glossary Appendix B as:

An individual who lacks a fixed and regular nighttime residence or an individual whose primary nighttime residence is:

- 1. A supervised shelter designed to provide temporary accommodations - e.g. a welfare hotel or a shelter for the homeless; or**
- 2. A halfway house or a similar institution that provides temporary accommodations for individuals as an alternative to institutionalization; or**
- 3. A temporary accommodation in the residence of another individual limited to 90 days; or**
- 4. A place not designed for, or ordinarily used as a regular sleeping accommodation for human beings. Examples are a hallway, a bus station, a lobby or similar places.**

If an ABAWD meets this definition of “homeless” on the date the action is taken on the SNAP case then the individual is considered to be chronically homeless.

If the ABAWD meets criteria 1, 2, and 4 above then the Work Participation Characteristic for the individual will be “Incapacitated Long Term”. They may be granted up to a twelve month certification period with a semi-annual report.

If the ABAWD meets criteria 3 above then the Work Participation Characteristic for the individual will be “Incapacitated Short Term” and they may be granted a 4 month limited reporting certification period.

Inquiries to:

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MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: SNAP 03-16

[SNAP Certification Manual](#)

Issuance Date:08-29-2016

From: Mary Franklin, Director

Expiration Date: Until Superseded

[Subj: New Employment and Training \(E&T\) Provider and New E&T Counties](#)

On August 1, 2016, Goodwill Industries was added as an Employment and Training (E&T) provider and the E&T Program was launched in eight new counties. The new counties are:

- | | |
|--------------|---------------|
| 1. Baxter | 5. Jefferson |
| 2. Benton | 6. Pulaski |
| 3. Craighead | 7. Saline |
| 4. Greene | 8. Washington |

The new counties, in addition to our other twelve E&T counties, allow Arkansas to expand E&T services to 20 counties across the state to assist Able Bodied Adult individuals with improving their job skills and securing employment.

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MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number:SNAP 16-11

SNAP Certification Manual

Issuance Date:12-30-2016

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: Longer Certification Periods Allowed for certain Able Bodied Adults Households

Now that the state has begun to adjust to the loss of the Able Bodied Adults Without Dependents waiver, the SNAP Unit has identified an opportunity to ease the burden on county staff as well as the clients we serve. Households that contain Able Bodied Adults may be eligible for a certification longer than 4 months in certain circumstances.

The information below is meant to provide guidance for determining which households may be certified for longer than 4 months.

A 4 or 12 month certification is based on the casehead. A determination would have to be made on how this individual could be effected by RTW requirements. The impact on the SNAP case will be the deciding factor of how long of a certification period should be given.

***Stable income will be defined as working for the same employer for a period of at least 4 months.**

Situation #1: If the SNAP case head is the parent or custodian of a child age 17 or younger then the household may be certified for 12 months.

Example #1: The SNAP case head is Betty, age 30. Her husband John, age 31, and their child Joey, age 4 also reside in the home. This household may be certified for 12 months with an SAR.

Explanation: This household qualifies for a 12 month certification because Joey is reasonably expected to reside with his parents until he reaches 18 years old. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this

household Betty can be coded as *SNAP Cares for Child* and John can be coded as *SNAP/RTW Child in SNAP HH*.

Example #2: The SNAP case head is Carey, age 42. Also in the SNAP household is her child Katie, age 15 and Carey's sister, Connie, age 36. This household may be certified for 12 months with an SAR.

Explanation: This household qualifies for a 12 month certification because Katie is reasonably expected to reside with her mother until she reaches 18 years old. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household both Carey and Connie can be coded as *SNAP/RTW Child in SNAP HH*. If Connie were to move out of the SNAP household, Carey and Katie would not be effected if otherwise eligible.

Example #3: The SNAP casehead is Julie, age 35. Also in the home is Julie's nephew, Sean, age 12 and Julie's boyfriend, Steve, age 37. Julie is Sean's custodian. This household may be certified for 12 months with an SAR.

Explanation: This household qualifies for a 12 month certification because Sean is reasonably expected to reside with his aunt until he reaches 18 years old. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household both Julie and Steve can be coded as *SNAP/RTW Child in SNAP HH*. If Steve were to move out of the SNAP household, Julie and Sean would not be effected if otherwise eligible.

Situation #2: If the household consists of a case head who is not the parent or custodian of a child age 17 or younger then the household may only be certified for 4 months.

Example #1: Tina is the casehead. Tina is age 30. Cynthia, Tina's roommate and Cynthia's son, Jason also live with her and they all receive SNAP as one household. Cynthia is 25 and Jason is 3. This household may only be certified for 4 months.

Explanation: This household qualifies for a 4 month certification because Tina is not the parent or guardian of Jason. If Cynthia or Jason were to move out of the SNAP household, Tina would no longer be exempt. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household Tina can be coded as *SNAP/RTW Child in SNAP HH* and *Cynthia SNAP Cares for child*.

Situation #3: If the household consists of a disabled household member and his/her spouse who has stable income*of 20 or more hours weekly or an average of 80 hours monthly, the household may be certified for 12 months with an SAR.

Example #1: The SNAP case consists of Joan, the casehead, and her husband Bill. Joan is 46 and she receives SSI. Bill is age 46 and he works about 25 hours weekly at the local tire shop and has been there for the past 4 years. This household may be certified for 12 months with an SAR.

Explanation: This household qualifies for a 12 month certification because Bill has stable income. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household Joan can be coded as *Incapacitated Long Term* and Bill as *SNAP/RTW Work 20<30 hours*. If either Joan or Bill were to move out of the SNAP household either member would not be effected.

Situation #4: If there is a single member household and the individual has stable income* of 20 or more hours weekly or an average of 80 hours monthly, the case may be certified for 12 months with an SAR.

Example #1: Bob is age 20. He has worked at Fred's for the past 6 months and he averages 80 hours monthly. He may be certified for 12 months with an SAR.

Explanation: This household qualifies for a 12 month certification because Bob has had stable income over four months. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. Bob should be coded as *SNAP/RTW work 20< 30 hrs*.

Example #2: Karla is age 33. She works at Fred's but she just started this job two months ago. Karla will be certified for 4 months. At her recertification, if she is still employed at Fred's then she may be re-certified for 12 months with an SAR.

Explanation: This household qualifies for a 4 month certification because Karla has not had stable income for the past four months. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. Karla should be coded as *SNAP/RTW work 20< 30 hrs*.

Situation #5: If there is a household made up of more than one able bodied adult and all have stable income* of 20 or more hours weekly or an average of 80 hours monthly, then the household may be certified for 12 months with an SAR.

Example #1: The household consists of Angus, age 26, is the casehead and Sunny 23. Both are working at least 20 hours weekly. Angus works in the kitchen at Red Lobster and began his job a year ago. Sunny works at Claire's Dress Shop and she started her job 8 months ago. This household may be certified for 12 months with an SAR.

Explanation: This household qualifies for a 12 month certification because Angus and Sunny have stable income over four months. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household both Angus and Sunny can be coded as *SNAP/RTW 20 < 30 hrs*. If either Angus or Sunny were to move out of the SNAP household, the case would not be otherwise effected.

Example #2: Tammy, age 19, is the casehead and her sister Kimmy is 22. They receive SNAP together. Tammy isn't working but Kimmy has worked at the local pharmacy for the past 18 months and she works about 24 hours weekly. This household may be certified for 4 months.

Explanation: This household qualifies for a 4 month certification because Tammy is unemployed. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household Tammy would be Mandatory SNAP and Kimmy *SNAP/RTW Work 20 < 30 hrs*.

Miscellaneous Situations:

Example #1: Candi is the casehead and she is 27 years old. Her roommate, Anna, age 29 and Anna's child Sophia, age 2 also receive SNAP benefits with Candi. Candi works about 28 hours weekly as a secretary for an attorney's office and has worked there for 2 years. This household may be certified for 12 months with an SAR.

Explanation: This household qualifies for a 12 month certification because Sophia is reasonably expected to reside with her mother until she reaches 18 years old, and Candi has stable income. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household Candi can be coded as *SNAP/RTW Child in SNAP HH* and Anna as *SNAP Cares for child*. If Anna and Sophia moved out of the SNAP household then Candi would not be effected if otherwise eligible and her work participation characteristic should updated to *RTW works 20<30*.

Example #2: Jamie is 19 and the case head and she is pregnant. Her 21 year old boyfriend, Mark also lives with her and he is working at Kroger an average of 80 hours monthly. This household may be certified for 12 months with an SAR.

Explanation: This household qualifies for a 12 month certification because Jamie is pregnant and Mark is working 80 hours monthly. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. In this household Jamie should be coded as *SNAP/RTW Pregnant* and Mark as *SNAP works 20< 30 hrs*. If Mark were to move out of the SNAP household, Jamie would not be effected if otherwise eligible.

Example #3: Joseph is 49. He works about 20 hours weekly at the local pawn shop. He may be certified for 12 months with an SAR regardless of how long he has been working if his birthday is within the first 6 month period of the certification.

Explanation: This household qualifies for a 12 month certification because Joseph will turn age 50 within the first six month period of the certification. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. Joseph should be coded *SNAP works 20< 30 hrs*. At SAR, his code can be changed to *SNAP 50-60 yrs old*, since age is a higher priority than employment and he will have reach 50 years old.

Example #4: Martin is age 49, he will turn 50 in 3 months. He has applied for SNAP benefits for himself only. Martin was laid off from his employment and is not eligible for unemployment benefits. He has not met his 3 months of eligibility yet, and does not meet any other exemption from the RTW requirement. The SNAP case can be certified for 12 months since he is 49 and his birthday is within the first 6 months of his certification period.

Explanation: This household qualifies for a 12 month certification because Martin will turn age 50 within the first six month period of the certification. Workers should use the Work Participation Characteristic priority guide in SNAP 3320. Martin should be coded *SNAP Mandatory*. His Work Participation Characteristic must be updated no later than the SAR unless a change is report prior to the SAR. At either the SAR or reported change, his Work Participation Characteristic must be changed to *SNAP 50-60 yrs old*.

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MANUAL TRANSMITTAL

Arkansas Department of Human Services

Division of County Operations

Policy Directive

Issuance Number: SNAP 17-01

SNAP Certification Manual

Issuance Date:06-30-2017

From: Mary Franklin, Director

Expiration Date: Until Superseded

Subj: Act 566 Helping Our People Excel; Opting out of PRWORA of 1996, Section 115

As of August 1, 2017 the State of Arkansas has elected to opt-out of the Personal Responsibility and Work Opportunity Act (PRWOA) of 1996 regarding drug related felony convictions. This policy directive supersedes SNAP 1620, SNAP 1622.20, SNAP 1623, SNAP 1623.2, SNAP 1920, SNAP 3621, SNAP 5514, and SNAP 17351. Policy and form revisions are currently going through review in preparation for the promulgation process.

Act 566 Helping Our People Excel or H.O.P.E will lift the restriction from participating in the Supplemental Nutrition Assistance Program for individuals who have been found guilty or pled nolo contendere to any State or Federal offense classified as a felony which has an element of the offense, distribution, manufacture, or the intent to manufacture or distribute a controlled substance. These individuals may now participate in SNAP if otherwise eligible.

Effective for the August benefit period, Re-certifications, Semi-Annual Reports, Annual Reviews, and reported changes that include household members currently disqualified for drug convictions must be processed including those same household members as "ACTIVE". When taking action on these cases, if anyone in the household is disqualified due to a drug conviction, the sanction must be removed and individual must be made "ACTIVE" in the case. The increase in household size may raise the allotment amount for some households. As always, narrating the case actions taken is of utmost importance.

Initial Applications

An individual with a drug conviction applying in June as a single household is still ineligible and must be denied. Individuals with drug conviction applying in July as a single household member

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100 General Provisions

110 Purpose of the Supplemental Nutrition Assistance Program

SNAP MANUAL 12/01/98

The Food and Nutrition Act of 2008 authorizes the Supplemental Nutrition Assistance Program. Section 2 of the Act states in part:

“It is hereby declared to be the policy of Congress, in order to promote the general welfare, to safeguard the health and well-being of the Nation’s population by raising levels of nutrition among low-income households. Congress hereby finds that the limited food purchasing power of low-income households contributes to hunger and malnutrition among members of such households. Congress further finds that increased utilization of food in establishing and maintaining adequate national levels of nutrition will promote the distribution in a beneficial manner of the Nation’s agricultural abundance and will strengthen the Nation’s agricultural economy, as well as result in more orderly marketing and distribution of foods. To alleviate such hunger and malnutrition, a Supplemental Nutrition Assistance Program is herein authorized which will permit low-income households to obtain a more nutritious diet through normal channels of trade by increasing food purchasing power for all eligible households who apply for participation.”

TO SUMMARIZE: The Supplemental Nutrition Assistance Program is designed to increase the limited food purchasing power of low-income households and thus alleviate hunger and malnutrition.

120 Use of SNAP Benefits

SNAP MANUAL 12/01/98

Participating households may use their supplemental nutrition assistance benefits at retail stores authorized by the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS), to accept SNAP benefits.

A household may purchase only eligible foods with SNAP benefits. Eligible foods include plants and seeds that the household may use to grow food. Ineligible items which cannot be purchased with supplemental nutrition assistance benefits include alcoholic beverages, household products, tobacco, pet foods, and other non-food items. At grocery stores with delicatessens,

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100 General Provisions

121 Communal Dining Facilities

the household may use SNAP benefits to purchase foods that have not been heated above room temperature and are to be eaten away from the store.

EXAMPLE: SNAP benefits could be used to purchase sliced cold cuts at the delicatessen, but could not be used to purchase a barbecued chicken cooked by the delicatessen and kept under warming lamps.

Residents of drug and alcoholic treatment centers, group living arrangements, and shelters for battered women/children who are certified to participate in the Supplemental Nutrition Assistance Program may use their SNAP benefits to purchase meals prepared especially for them. Limitations are: 1) the facility must be authorized by FNS or the appropriate state agency; and 2) the meals must be prepared by the facility during the course of the facility's normal program - i.e. a person in a drug treatment program must be residing at the facility and undergoing the treatment program.

EXCEPTION: Residents of group living arrangements and/or shelters for battered women need not be involved in a formal treatment program. See [SNAP 1800-1842](#).

Homeless households may use their SNAP benefits, on a voluntary basis, to purchase meals from authorized meal providers. See [SNAP 1850-1852](#).

121 Communal Dining Facilities

SNAP MANUAL 12/01/98

Certain households may use their SNAP benefits to purchase prepared meals at a communal dining facility or to purchase meals delivered to them at home by a nonprofit meal delivery service.

A communal dining facility means:

1. A public or nonprofit private establishment, approved by the Food and Nutrition Service (FNS), that prepares and serves meals to households composed of elderly persons and their spouses, or households composed of SSI recipients and their spouses, or both;
2. A public or private nonprofit establishment (eating or otherwise) that feeds households composed of elderly persons and their spouses, or SSI recipients and their spouses or both;
3. Federally subsidized housing for the elderly where meals are prepared and served to the residents; or
4. Private establishments that contract with the Arkansas Department of Human Services to offer meals at concessional prices to households composed of elderly persons and

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100 General Provisions

121 Communal Dining Facilities

their spouses, or of SSI recipients and their spouses, or both. (The contract must specify the approximate prices to be charged for the meals.)

All meal delivery services and communal dining facilities desiring to prepare and serve (or deliver) meals to eligible households must be approved by FNS to accept supplemental nutrition assistance benefits.

Households composed of homeless individuals may purchase meals from restaurants that contract with the Arkansas Department of Human Services to supply meals to the homeless at an already low or reduced price. These restaurants must also be approved by FNS to accept SNAP benefits.

Restaurants that intend to accept SNAP benefits from all groups of households (elderly, SSI and the homeless) must either submit a separate contract pertaining only to the homeless or must submit one contract that clearly identifies each group to be served.

Restaurants interested in contracting with the Arkansas Department of Human Services to furnish meals to specified SNAP benefit recipients should contact the Central Office, Supplemental Nutrition Assistance Program (SNAP) Section, (501) 682-8284.

200 Authorization of the Program and the State's Responsibilities

SNAP MANUAL 06/01/01

U.S.D.A., Food and Nutrition Service and the Division of County Operations (DCO) have jointly entered into a Plan of Operation of the Supplemental Nutrition Assistance Program in Arkansas and have prescribed policies and procedures, and rules and regulations as set forth in this manual for the administration of this program.

DCO responsibilities include but are not limited to:

1. Insuring that county offices administer the program in a manner that guarantees prompt action, nondiscrimination, and accurate completion of the certification process.
2. Establishing the policies and procedures under which the Supplemental Nutrition Assistance Program is administered.
3. Establishing procedures to best serve households in the State including households with elderly or disabled members, households in rural areas, homeless households, households with limited English skills, and working households.
4. Issuing SNAP benefits to eligible households. Benefits are issued via an Electronic Benefits Transfer (EBT) system.
5. Maintaining issuance control and submitting accurate and timely financial and program reports.
6. Providing qualified employees to conduct interviews and to determine initial and ongoing eligibility for the program.



NOTE: Only DCO employees may conduct interviews with supplemental nutrition assistance benefit applicants and/or recipients unless the applicant is interviewed as part of a joint SSI/SNAP application as specified in [SNAP 8240](#).

7. Developing, conducting, and evaluating training of certification and issuance personnel.
8. Maintaining a Performance Reporting System (Quality Assurance and Management Evaluation) in accordance with federal regulations.
9. Making program records available for review or audit by U.S.D.A., FNS (Office of Audit and Office of Investigation) for a period of three years from the month of origin of each record.
10. Handling recipient claims and restorations of lost benefits in accordance with federal regulations.
11. Disqualifying individuals and households from participation in accordance with federal regulations.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

200 Authorization of the Program and the State's Responsibilities

210 Program Informational Activities

12. Developing and maintaining complaint procedures.
13. Administering disaster certification programs only when authorized by the Department of Agriculture, Food and Nutrition Service.
14. Developing and implementing program information activities.
15. Serving as a voter registration agency. See the [Voter Registration Appendix](#).

210 Program Informational Activities

SNAP MANUAL 06/01/01

Program informational activities are intended to explain the Supplemental Nutrition Assistance Program to applicant and recipient households. Such information may be conveyed by means of publications, telephone hotlines, and face to face contacts.

County offices must comply with the following minimum program informational activity requirements:

1. Providing SNAP application forms and a copy of the pamphlet *How to Apply for and Use SNAP Benefits* to anyone who expresses an interest in the Supplemental Nutrition Assistance Program or who expresses concerns that indicate food insecurity.
2. Explaining the local office procedures for scheduling interviews to anyone interested in submitting an application.
3. Informing each applicant and recipient household of their rights and responsibilities during the interview process and providing written information on forms and notices. See [SNAP 8250](#) for additional information.
4. Displaying the required FNS posters in waiting areas for SNAP applicants and recipients.

211 Outreach

SNAP Manual

Each DHS county office must make application forms readily accessible to potentially eligible households. Application forms will be provided to individuals. Applications will also be provided to other agencies and/or organizations that wish to maintain a supply of the forms for outreach purposes. Agency informational pamphlets such as, but not limited to, *How to Apply For and Use SNAP Benefits* will also be supplied to individuals, other agencies and/or organizations upon request.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

200 Authorization of the Program and the State’s Responsibilities

220 Personnel Standards

220 Personnel Standards

SNAP MANUAL 12/01/98

DCO employees who interview and certify households for SNAP benefits must meet agency standards or any standards later specified by the Federal Office of Personnel Management. Only authorized personnel may have access to issuance documents.

Volunteers and/or other non-state agency employees (with the exception of SSA employees who conduct joint interviews as specified in [SNAP 8940](#)) are not allowed to interview or to certify SNAP benefit applicants. However, they may be used in related activities such as prescreening, assisting applicants in completing the application, and assisting applicants in securing verification.

EXCEPTION: Individuals and organizations who are parties to a strike or lockout cannot be used in the certification process except as a source of verification for information supplied by the applicant.

230 Bilingual Staff and Materials

SNAP MANUAL 10/01/97

Bilingual staff or interpreters and bilingual certification materials (i.e. applications, change form, QR form and notices) must be provided when a county has a specified number of low income households which speak the same non-English language and which do not contain an adult fluent in English as a second language. Such households are considered a single language minority.

231 Seasonal Influx of Non-English Speaking Households

SNAP MANUAL 10/01/97

A seasonal influx of non-English speaking households will require the use of bilingual staff or interpreters if at least 100 non-English speaking households apply. Bilingual staff or interpreters may be requested for less than 100 applicants if the majority of these households are of a single language minority.

232 Estimates of Low-Income Single-Language Households

SNAP MANUAL 10/01/97

The Central Office will make estimates of the number of households of a single language minority in each county by using census figures and other appropriate sources of information.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

200 Authorization of the Program and the State's Responsibilities

240 Training Requirements

240 Training Requirements

SNAP MANUAL 10/01/97

Continuing training will be provided for SNAP eligibility workers, hearing officials and performance reporting system reviewers. Training will occur following issuances of new policy when the policy issuance is extensive and/or entails a major change. In addition, training may occur on an individual, countywide, area wide or statewide basis when problem areas are identified through the monitoring process, reviews or when otherwise deemed necessary.

Training will also be provided to State Agency outreach workers, including hotline operators who prescreen or provide other supplemental nutrition assistance services to applicants or the public. This training need not be as comprehensive as that for certification personnel. It will, however, be in sufficient detail and held frequently enough to ensure that the public has access to accurate information about the Supplemental Nutrition Assistance Program and that any prescreening conducted is accurate.

Individuals who are not state employees but are knowledgeable of program eligibility rules and certification procedures and are actively involved in work or volunteer activity related to SNAP certification rules will also receive appropriate training.

241 Public Attendance at Training

SNAP MANUAL 11/01/90

Public attendance at formal certification training sessions conducted on a statewide or regional basis is permitted. Public attendance at such sessions will be limited to five percent of the total attendance or five training slots, whichever number is smaller. Provisions for public attendance need not be provided at training sessions for fewer than twenty people. The role of public participants at training sessions may be limited to observation only.

242 FNS Review

SNAP MANUAL 11/01/90

FNS will review the effectiveness of the training program based on information from the performance reporting system and other sources.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

200 Authorization of the Program and the State's Responsibilities

250 Hours of Operation

250 Hours of Operation

SNAP MANUAL 11/01/90

At least annually, the hours of operation of county SNAP offices will be reviewed to ensure that the needs of SNAP recipients who work are adequately met. Based on the results of the review, it may be necessary to change the hours that county SNAP offices are open in order to meet the needs of such recipients.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

300 County Office Worker Responsibilities

Overview

300 County Office Worker Responsibilities

SNAP MANUAL 11/01/90

Overview

The SNAP Certification Manual is provided as a general guide to the policies governing the Supplemental Nutrition Assistance Program. Because each case situation differs slightly, the county office worker is expected to use “good judgment” in applying these policies. While “good judgment” is impossible to define exactly, this section will provide some information about how this Agency expects a worker to meet his responsibilities in providing prompt, accurate services to all SNAP applicants and recipients on a non-discriminatory basis.

Since most households applying for supplemental nutrition assistance have limited income and resources, the worker is expected to consider the effect of his decisions upon individual households. For example, a worker knows that a household is in dire circumstances but that household does not meet the criteria for expedited services. While [SNAP 8501](#) states that household must be provided an opportunity to participate no later than 30 days following the date of application, a worker using “good judgment” would take all the actions required to certify that household as quickly as possible. This may mean making extra telephone calls to obtain required verification or prioritizing work to complete the required paperwork.

The worker is also expected to make a conscious effort to base a decision upon his general knowledge as well as his knowledge of the Supplemental Nutrition Assistance Program. For example, a household reports that the economic head of the household has quit his most recent employment. [SNAP 3600](#) calls for sanctions to be applied when the economic head of household quits a job without good cause. The worker has general knowledge that the job site at which the household member was employed is hazardous. The worker would base any decision about good cause on his general knowledge as well as the statements provided by the employer and the household.

When the worker cannot reach a decision about a case action based upon the policy and his general knowledge, he will consult his supervisor. If the supervisor is not able to reach a decision based upon his general knowledge of the program, a policy interpretation will be sought through the county’s established chain of command.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

300 County Office Worker Responsibilities

310 Specific Responsibilities

310 Specific Responsibilities

SNAP MANUAL 11/01/90

Each worker has specific responsibilities while working in the Supplemental Nutrition Assistance Program and is held accountable for carrying out these responsibilities in a timely, accurate, courteous, and non-discriminatory manner. Each responsibility is discussed below.

311 Maintenance of the SNAP Certification Manual

SNAP MANUAL 06/01/05

The *SNAP Certification Manual* may be accessed through DHS SHARE. Also, at least on paper manual should be maintained in each county office. New policy should be added to the paper manual as issued. The old policy should be deleted at the same time. Instructions for adding and deleting policy are provided with each policy issuance. A *Table of Contents* listing current manual material is provided once per year. A “List of Forms” is also provided in [Appendix A](#) of the *SNAP Certification Manual*.

312 Using the SNAP Certification Manual

SNAP MANUAL 06/01/01

The worker will use the Supplemental Nutrition Assistance Program (SNAP) Manual to determine the correct policy, procedures and timeliness standards applicable to the case action being completed. Tables of Contents, page headers and a topical index are provided to assist the worker in finding the correct information. The worker may also access the SNAP Certification Manual at DHS SHARE by clicking on “ANSWER Online Policy.”

When a specific situation is not addressed in the SNAP Manual or the DCO, the worker is responsible for making a reasonable decision based upon his general knowledge of the Supplemental Nutrition Assistance Program or for obtaining a policy interpretation through the county’s established chain of command. All such situations must be documented in accordance with the provisions in [SNAP 314](#).

313 Conducting Interviews

SNAP MANUAL 06/01/90

The county office worker must conduct all interviews in accordance with the standards specified in [SNAP 8200-8260](#).

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

300 County Office Worker Responsibilities

314 Documentation

All interviews are to be conducted in a non-discriminatory, courteous manner and in an environment which protects the privacy of the household to the greatest extent possible. No worker will discuss information gained through an interview with non-agency personnel except as specified in [SNAP 530](#).

314 Documentation

SNAP MANUAL 06/01/05

The county office worker must document each case action in enough detail to allow a reviewer to determine what type of case action occurred, when it occurred, and why the worker took this action. For example, an application denial must contain information adequate to allow a reviewer to determine that the application was denied, why it was denied, and when the denial occurred.

When a worker determines that a household has not provided adequate verification or that the verification provided is incomplete, inaccurate, inconsistent, or outdated, the reason for the decision must be fully documented. For example, at recertification a household reports no change in a member's VA check; however, the worker is aware that VA recipients had a general increase. The household's statement would be considered to be inconsistent with information known to the worker. This information should be documented in the case record. The Glossary definition of [Verification](#) contains a full explanation of the terms incomplete, inaccurate, inconsistent, and outdated.

Any form with a required documentary entry must be fully completed.

Any unusual decision or incident will be fully documented in the ANSWER narrative tab. While no standard format is prescribed, the worker must fully describe the situation. Any pertinent names, dates, or figures must be included. When documentation refers to another SNAP case or a TEA case, the appropriate case number will be entered. When documenting collateral contacts, the name and telephone number will be entered. When documenting collateral contact with employers the worker must enter the name of the company, the name of the individual providing the information, and the telephone number at which this individual may be reached.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

300 County Office Worker Responsibilities

315 Completing Work in a Timely Manner

315 Completing Work in a Timely Manner

SNAP MANUAL 06/01/90

Each case action must be completed within a certain period of time as specified in this manual. For example, reported changes must be processed within ten days. County office workers must ensure that all case actions are completed within the mandated time by maintaining controls. While no control methods are specified, any such method is subject to monitoring.

316 Accuracy

SNAP MANUAL 06/01/05

Reviews of SNAP cases routinely conducted in county offices include:

1. General second party reviews by supervisors;
2. Third party reviews by EMS Field Representatives;
3. Overall reviews of county operations by Management Evaluation; and
4. State and Federal Quality Control Reviews; and
5. Federal and State audits.

Each county office worker is responsible for the accuracy of his work. Corrective actions, including additional training, may be required if reviews indicate problems with caseworker accuracy. Also, accuracy of case records will be considered when job evaluations are completed.

317 Providing Client Services

SNAP MANUAL 06/01/05

Each SNAP applicant and/or recipient is entitled to prompt, courteous, accurate service from all DHS Employees. Services must be provided on a non-discriminatory basis. This means that each worker must make every effort to process case actions in accordance with the policy and timeframes specified in this manual. It means that the worker will not arbitrarily impose requirements upon clients without justification. For example, if the client has already provided adequate verification of an eligibility factor, additional verification will not be required. See the Glossary definition of [Verification](#) for additional information.

It also means that when the worker becomes aware that a client needs assistance in complying with the required action, the worker must provide this assistance promptly. For example, if the client obviously cannot comply with the requirement for an in-office interview, an out-of-office interview or an interview with the household's authorized representative will be offered. If the worker is aware that the client needs assistance in obtaining required verification, such

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

300 County Office Worker Responsibilities

317 Providing Client Services

assistance will be provided even though the client has not requested this assistance. If the client is having problems completing the application form, assistance will be provided.

Case actions must be completed as quickly as possible, but no later than the specified time frames. When a worker becomes aware that he may have a problem that will delay the processing of case actions such as changes, applications, and semi-annual reports, he must advise his supervisor. It may be necessary to prioritize county office duties in order to insure that such case actions are not delayed.

Each DHS county office is responsible for insuring that clients are provided with only current, approved forms during the certification process and all subsequent case actions. See [Appendix A](#), SNAP Certification Manual, for a list of current, approved forms.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

400 Records and Reports

410 Retention of the Contents of the Case Record

400 Records and Reports

SNAP MANUAL 06/01/05

All Supplemental Nutrition Assistance Program records, documents, reports, etc. are to be retained in an orderly fashion for a period of at least five years from the month of origin of each document/report. DCO must insure that such documents/reports are retained and must submit to FNS any records, documents, reports or other information required. The central office will notify the county office if records are to be retained longer than five years for audit purposes.

410 Retention of the Contents of the Case Record

SNAP MANUAL 06/01/05

All contents of the SNAP case record including both forms and supporting documents (collateral statements, income statements, etc.) are to be retained for at least five years from the month of origin. Verification of social security numbers, identity, and alien status are to be retained for at least five years from the date of case closure or last expiration. Documents concerning overpayments are to be retained for five years from the date of fiscal or administrative closure. Documentation of *Restoration of Lost Benefits* (DCO-201) is to be retained for five years from the date of fiscal or administrative closure.

Fiscal closure means that all obligations for or against the federal government have been liquidated - e.g., the client has received the restoration or the overpayment has been paid in full. Administrative closure occurs upon determination by the Overpayment Unit that no further actions to liquidate the claim are appropriate. See [SNAP 15534](#).

When the required retention period for a form or document expires, the form or document may be burned or shredded.

420 Case Record Order

SNAP MANUAL 6/01/05

The following case record organization system will be followed for all SNAP cases. A six-part letter file folder will be used to organize the case record. A six- part folder will be created for each budget unit head in the master case. Each of the six sections will be identified as follows:

Section 1 All Budget Units.

Section 2 Documents and Permanently Retained Forms for All Programs

Section 3 Eligibility Information / Verification for all Programs

Section 4 SNAP & Medicaid Information

Section 5 TEA Supportive Services

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

400 Records and Reports

420 Case Record Order

Section 6 TEA Case Management

Within each section, the most recent information will be filed on top.

Section 1: All Budget Units

Examples of Information/Forms to be Filed in Section	Program Applicability
Request for Assistance (DCO-215)	All Programs
Client Declaration Statement	All Programs
Statement of Responsibility (DCO-216)	All Programs
Personal Responsibility Agreement (DCO-127)	TEA Program
Assignment of Rights (DCO-237)	TEA & Medicaid Programs
Diversion Assistance Agreement (DCO-182)	TEA Program
All other initial, re-evaluation and recertification applications	All Programs

Section 2 Documents and Permanently Retained Forms for all Programs

Examples of Information/Forms to be Filed in Section	Program Applicability
Birth Certificates	TEA & Medicaid Programs
Social Security Enumeration	All Programs
Citizenship	All Programs
Divorce Decrees	TEA & Medicaid Program
Marriage License	TEA & Medicaid Programs
Drivers License	All Programs
Life Insurance Policies	TEA & Medicaid Programs
Deeds	All Programs
Child Support Enforcement Activities	TEA & Medicaid Programs
Fraud Referrals	All Programs
Overpayment Information	All Programs
Fair & Administrative Hearing Information	All Programs

Section 3 Eligibility Information/Verification for all Programs

Examples of Information/Forms to be Filed in Section	Program Applicability
Notice of Appointment (DCO-219)	All Programs
Request for Information (DCO-191)	All Programs
Verification of Income (Earned and Unearned)	All Programs
Verification of Resources	All Programs
Verification of Dependent Care Costs (if required)	Supplemental Nutrition Assistance Program

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

400 Records and Reports

420 Case Record Order

Examples of Information/Forms to be Filed in Section	Program Applicability
Verification of Medical Costs	SNAP & Medicaid Programs
Verification of Child Support Payments for Deduction	Supplemental Nutrition Assistance Program
Collateral Statement – if required	All Programs
Computer Matches – WESD, IEVS, etc.	All Programs
All Manual Notices relating to eligibility – most recent on top	All Programs
All Change Reports – (DCO-234, DCO-271, etc.)	All Programs
Notification of Work Registration (DCO-260)	Supplemental Nutrition Assistance Program
E&T Program Forms (E&T Counties)	Supplemental Nutrition Assistance Program
Workfare Forms (Workfare County)	Supplemental Nutrition Assistance Program
Any Other Eligibility Related Forms (DCO-94, etc.)	All Programs

Section 4 SNAP & Medicaid Information

Examples of Information/Forms to be Filed in Section	Program Applicability
Semi-Annual Report Form (DCO-285)	SNAP & Medicaid Programs
Midpoint Review (DCO-244)	SNAP & Medicaid Programs
Quality Assurance Review Information	SNAP & Medicaid Programs
Spend-down Budgets	Medicaid Program
TPL (DCO-662)	Medicaid Program
Primary Care Physician Selection (DCO-2609)	Medicaid Program
Medicaid Card Information	Medicaid Program

Section 5 TEA Supportive Services

Examples of Information/Forms to be Filed in Section	Program Applicability
All Reimbursement Documentation (Includes Vehicle Purchases)	TEA Program
Child Care Authorizations	TEA Program
Job Retention Information	TEA Program

Section 6 TEA Case Management

Examples of Information/Forms to be Filed in Section	Program Applicability
Assessments	TEA Program

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

400 Records and Reports

Section 430

Examples of Information/Forms to be Filed in Section	Program Applicability
Employment Plans	TEA Program
Narratives Not on ANSWER	TEA Program
Work Activity Verification	TEA Program
Deferral Verification	TEA Program
Staffings	TEA Program
Home Visit Documentation	TEA Program
Referrals	TEA Program

Section 430

DELETED EFFECTIVE 06-01-05

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

500 Availability of Information

510 Review of SNAP Policy and Regulations

500 Availability of Information

SNAP MANUAL 10/01/97

The public will have access to all policy such as the certification manual and federal regulations. Access to information in case files, on other documents and computer printouts containing social security numbers and names of supplemental nutrition assistance recipients will be restricted as specified in [SNAP 530](#) below.

510 Review of SNAP Policy and Regulations

SNAP MANUAL 06/01/05

At least one *SNAP Certification Manual* will be available in each county for public review during regular working hours.

Federal regulations, Food and Nutrition Service (FNS) notices and policy memos are available, upon request, for public review at the Central Office during regular working hours. State Plans of Operation, including specific planning documents, such as the Corrective Action Plan, are also available for review upon request. Requests should be directed to the Manager, Supplemental Nutrition Assistance Program, Donaghey Plaza South, 7th and Main Street, P. O. Box 1437, Slot S335, Little Rock, Arkansas 72203-1437.

520 General Program Information

SNAP MANUAL 06/01/05

Brochures or pamphlets describing basic eligibility criteria, the application process, and participant rights and responsibilities are available through the warehouse. These pamphlets will be distributed to the public through DHS County Offices and will be available for distribution at local ESD and Social Security Offices. Those offices will be contacted to enlist their cooperation in distributing the written information.

530 Disclosure of Information from the Case Record

SNAP MANUAL 10/01/97

The use or disclosure of information obtained from SNAP households specifically for the Supplemental Nutrition Assistance Program is restricted to:

1. Persons directly connected with the administration or enforcement of the provisions of the Food Stamp Act or regulations, other Federal assistance programs, or federally-

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

500 Availability of Information

530 Disclosure of Information from the Case Record

- assisted state programs which provide assistance on a means-tested basis to low income individuals;
2. Persons directly connected with the administration of the Child Support Program under Part D, Title IV of the Social Security Act in order to assist in the administration of that program;
 3. Employees of the Secretary of Health and Human Services as necessary to assist in establishing or verifying eligibility or benefits under Title II and XVI of the Social Security Act;
 4. Employees of the Comptroller General's Office of the United States for audit examination authorized by any other provision of law; and
 5. Local, state or federal law enforcement officials, upon their written request, for the purpose of investigating an alleged violation of the Food Stamp Act or regulations; and
 6. Federal, State or local law enforcement officers who are attempting to apprehend a fleeing felon.

Any written request from a law enforcement official must include the identity of the individual requesting the information, his or her authority to do so, the violation being investigated and the name of the person about whom the information is requested. (Other identifying information such as social security number and/or date of birth must be provided if available.) A federal, state or local law enforcement officer (including parole officers) may notify a Department of Health & Human Services (DHS) employee that a SNAP recipient is fleeing to avoid prosecution, custody, or confinement for a felony, is violating a condition of parole or probation, or that the applicant/recipient has information necessary for the officer to conduct an official duty related to a felony or parole violation. If so, DHS will provide, upon request, to the law enforcement officer the recipient's address, social security number, and (if available) photograph.

For Requests Made in Person - If the law enforcement officer making the request is not known to the DHS County Office, identification will be requested before this information is released. The identification should prove that the person is currently serving as a law enforcement officer. The term law enforcement officer includes probation and parole officers.

For Requests Made by Telephone - Telephone inquiries will be honored only if the DHS County Office employee is sure of the identity of the person making the request. Otherwise, the law enforcement officer will be asked to come into the DHS County Office and present acceptable identification.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

500 Availability of Information

540 The Household's Access to its Case Record

Fleeing felons and probation/parole violators are ineligible to participate in the Supplemental Nutrition Assistance Program while they are fleeing or in violation. See [SNAP 1622.10](#).

540 The Household's Access to its Case Record

SNAP MANUAL 10/01/97

Upon the written request of a responsible household member, current authorized representative, or other person acting in the household's behalf, the case record will be made available for review and inspection during normal working hours. A DCO employee must be present.

The county office will withhold confidential information such as names of individuals who have disclosed information about the household without the household's knowledge. Information about the nature or status of pending criminal prosecutions will be withheld. Medical Review Team decisions will also be withheld.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

600 Program Complaints

Overview

600 Program Complaints

SNAP MANUAL 10/01/97

Overview



NOTE: The procedures for handling discrimination complaints are explained in [SNAP 700 - 722](#).

Any household has the right to complain about the service that it receives from the Department of Health & Human Services (DHS). When a household believes that its participation in the Supplemental Nutrition Assistance Program has been adversely affected, it may:

- Complain directly to the DHS County Office; or
- Complain to the Central Office Client Assistance Unit; or
- Request an administrative hearing; or
- Select some other method of making a complaint.

No matter how the household elects to make a complaint, the complaint must be resolved and the household must be notified of the disposition of the complaint.

1. Complaints Submitted to the County DHS Office

When a household complains directly to the county office, county office personnel will assess the complaint. If it is possible for the county office to resolve the complaint, no additional action is required. If the county is unable to resolve the household's complaint, the household will be advised of its rights to contact the Client Assistance Unit or to request a fair hearing.

2. Complaints Submitted to the Customer Assistance Unit

A household may contact the central office Customer Assistance Unit by telephone or in writing to make a complaint.

The address is:

Customer Assistance Unit
Division of County Operations
P. O. Box 1437, Slot S340
Little Rock, AR 72203

The telephone numbers are:

Toll-Free 1-800-482-8988

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

600 Program Complaints

Overview

Pulaski County – 682-8233

TDD 682-8820

The address and phone number of the Customer Assistance Unit must, at a minimum, be posted in each waiting area in the DHS County Office. In Pulaski County offices, the local Client Assistance number must be posted.

When Customer Assistance receives a complaint, the Customer Assistance worker will complete a DHS-110, Complaint Report. The form will be routed according to its instructions.

3. Administrative Hearing Requests

A household or its representative may request an administrative hearing by making any clear expression, oral or written, that it wishes to appeal a decision or to present its case to a higher authority. Full instructions for requesting a hearing may be found in [SNAP 16300-16400](#).

4. Other Methods of Making a Complaint

Some households choose to direct their complaints to public officials or to central office personnel other than the Customer Assistance Unit. When a central office unit other than the Customer Assistance Unit receives a complaint, a DHS-110 must be completed by the individual receiving the complaint. Civil Rights complaints will be routed to the DHS EEO Manager. See [SNAP 722](#) for the address. Other complaints will be routed according to form instructions. When public officials request information regarding a complaint, such requests must be honored. See [SNAP 510](#) for the policy on disclosure of information from a case record before answering such requests.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

700 Discrimination

710 Rude Treatment

700 Discrimination

SNAP MANUAL 01/01/96

No person in the United States will, on the grounds of race, color, national origin, age, sex, disability, political affiliation or religion be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under the Supplemental Nutrition Assistance Program.

Specific acts of discrimination may include:

- Denial of benefits or services to an individual or household on the basis of race, color, national origin, age, sex, disability, political beliefs, or religion; or
- Distinction in the quality, quantity, or manner in benefits are provided on the basis of race, color, national origin, age, sex, disability, political beliefs, or religion; or
- Segregation or separate treatment of individual in any manner related to the receipt of program benefits on the basis of race, color, national origin, age, sex, disability, political beliefs, or religion; or
- Use of criteria or methods of administration which have the effect of defeating or impairing the objectives of the Supplemental Nutrition Assistance Program to serve all individuals without regard to race, color, national origin, age, sex, disability, political beliefs, or religion; or
- Selection of sites for certification and/or issuance offices that have the effect of excluding individuals based on race, color, national origin, age, sex, disability, political beliefs, or religion.

710 Rude Treatment

SNAP MANUAL 01/01/07

The Department of Health & Human Services will not condone rudeness, disrespect, or any other ill treatment of program applicants/recipients or the general public. Any substantiated claim of ill treatment of these individuals is in non-compliance with DHS policies and procedures. Complaints of rude treatment will be handled in the same manner as discrimination complaints. See DHS Administrative Policy 1068.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

700 Discrimination

720 Filing a Complaint - Discrimination or Rude Treatment

720 Filing a Complaint - Discrimination or Rude Treatment

SNAP MANUAL 01/01/07

Any individual who feels that he or she has been the victim of discrimination by DHS or by a DHS employee may file a complaint. Any individual who feels that he or she has been treated rudely by a DHS employee may also file a complaint.

Complaints may be filed in any DHS central office or county office location or with the Food and Nutrition Services (FNS) Dallas Regional Office. Regardless of where the initial report of discrimination is received, agency employees must advise the complainant that a complaint may be filed with either the state or federal office or with both offices. Any individual may make a complaint of discrimination in person, by telephone or in writing. The use of any form is not a prerequisite for the acceptance of a complaint. However, the individual may be encouraged to complete a Complaint Report (DHS-110).



NOTE: There are two versions of the Complaint Report. The DHS-110 is designed to be completed by the individual making the complaint. The DHS-10 is designed to be used by a DHS worker to record a complaint being made in person (if the individual cannot or will not complete a DHS-110) or over the telephone.

All complaints must be filed no later than 180 days from the date of the alleged discriminatory action.

Anyone who expresses an interest in filing a complaint may do so without fear of reprisal, intimidation, coercion and/or threats. No one will be adversely affected because he or she has made a charge, testified, assisted, or participated in any manner in an investigation, review, proceeding or hearing under this policy.

721 Contents of Complaint

SNAP MANUAL 09/01/94

A complaint of discrimination may be made in person, by telephone or by written communications.

Verbal: A complainant may make an allegation in person or through a telephone conversation and refuse or not be inclined to put the allegations in writing. If so, the person to whom the allegation was made must put the complaint in writing.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

700 Discrimination

722 Addresses

Written: If a complainant wishes to submit a written complaint, the complaint must be accepted as submitted.

Every effort will be made to have the complainant provide the following information:

- A. The name, address and telephone number or other means of contacting the complainant;
- B. The specific location and name of the person or agency against whom the complaint is being made;
- C. The nature of the incident or action which made the complainant feel that discrimination was a factor;
- D. An example of the treatment that is having a disparate effect on the public, applicants, or recipients;
- E. The basis for the alleged discrimination, i.e. - age, religion, disability, political affiliation, veteran status, sex, race, color, or national origin;
- F. Names, titles and business address of people who may have knowledge of the discriminatory action; and
- G. The date on which the alleged discrimination occurred, or if continuing, the duration of the discrimination.

722 Addresses

SNAP MANUAL 01/01/07

Complaints can be filed with either or both of the following agencies.

Arkansas Department of Human Services
Office of Employee Relations
Donaghey Plaza North, Room 205
P.O. Box 1437, Slot N203
Little Rock, AR 72203-1437

Telephone: (501) 682-6003
FAX: (501) 682-8926
TDD: (501) 682-7958

OR

USDA, Director, Office of Civil Rights Room 326-W, Whitten Building
1400 Independence Avenue, S.W.
Washington, D.C. 20250-9410

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

700 Discrimination

730 Delays in Reporting Discrimination

Telephone (Voice and TDD): 202-720-5964

730 Delays in Reporting Discrimination

SNAP MANUAL 09/01/94

Discrimination complaints must normally be filed no later than 180 days from the date of the alleged discrimination. An extension of this time period may be requested in writing. The request must contain a reason for the delay.

740 Racial/Ethnic Data Collection

SNAP MANUAL 04/01/07

Racial/Ethnic data is reported to FNS via the report, FNS-101, which is based upon participation in the Supplemental Nutrition Assistance Program during July of each year. The FNS-101 is prepared automatically.

The ethnic categories are:

- Hispanic or Latino
- Not Hispanic or Latino

The racial categories are:

- American Indian or Alaska Native
- Asian
- Black or African American
- Pacific Islander or Native Hawaiian
- White

Applicants will be asked to voluntarily indicate their race or ethnic background on the *Request for Assistance* (DCO-215) or the *Application for Recertification/Medicaid Review* (DCO-268). The application clearly states that providing such information is voluntary, that it will not affect eligibility or benefit amount, and that the information is requested to assure that benefits are distributed without regard to race or ethnic background.

If the applicant declines to indicate his race or ethnic background, the county office worker will determine the proper category during the face-to-face interview if possible. If a telephone interview is utilized and the applicant has declined to indicate his race or ethnic background, the county office worker will not attempt to determine the proper category by questioning the

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

700 Discrimination

740 Racial/Ethnic Data Collection

individual. However, the worker may check the case history for previous ethnic/racial indicators when attempting to assign a valid category during a telephone recertification.

If a case history search does not yield satisfactory results, then the worker will select the category “Unknown” for the ethnicity question and “Other” for the race question.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

800 Quality Assurance (Q.A.)

801 Cooperation with Q.A.

800 Quality Assurance (Q.A.)

SNAP MANUAL 12/01/98

DCO is required to conduct quality assurance reviews on a statistically valid sample of households currently participating in the Supplemental Nutrition Assistance Program and of households for which participation was denied or terminated. The objectives of quality assurance reviews are to provide:

1. A systematic method of measuring the validity of the SNAP caseload;
2. A basis for determining error rates;
3. A timely, continuous flow of information upon which corrective action is based at all levels of administration;
4. A basis for establishing the state's liability for errors that exceed national standards; and
5. A basis for establishing eligibility for enhanced funding.

801 Cooperation with Q.A.

SNAP MANUAL 12/01/98

A household that refuses to cooperate when a Q.A. Review is being conducted is ineligible to participate in either the regular or the Simplified Supplemental Nutrition Assistance Program. If a household's case is closed for refusal to cooperate in the Q.A. process, the household may reapply but cannot be determined eligible until:

1. The household cooperates with the Q.A. reviewer; or
2. Until January 3rd of the year that follows the end of the completed annual review period. The annual review period ends September 30th.

To resume participation, a household must provide verification of all eligibility requirements prior to certification.

EXAMPLE: A household's SNAP case is being reviewed by Quality Assurance for the review month of April, 1999. The household refuses to cooperate with the reviewer. The annual review period ends on September 30, 1999. The household cannot be determined eligible until January 3, 2000. On January 10, 2000, the household reapplies and may be found eligible after all eligibility factors are re-verified.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

800 Quality Assurance (Q.A.)

810 The Selection Process

If a household's case is closed for refusal to cooperate in the Federal Quality Control process, the household may reapply but cannot be determined eligible until:

1. The household cooperates with the Federal Quality Control reviewer; or
2. Until seven months after the end of the completed annual review period (April 30th).
The annual review period ends on September 30th.

The household must provide verification of all eligibility requirements prior to certification.

EXAMPLE: A household's SNAP case is being reviewed by Federal Quality Control for the review month of March, 1999. The household refuses to cooperate with the reviewer. The annual review period ends on September 30, 1999 and the seven month period ends April 30, 2000. On May 5, 2000, the household reapplies and is found eligible after all eligibility factors are verified.

810 The Selection Process

SNAP MANUAL 12/01/98

Cases are selected at random for Quality Assurance reviews. This is referred to as a "Q.A. Pull". A Q.A. Pull is conducted each month for the previous month. This means that the September Pull contains only denials or closures completed in August or cases on households who participated during the month of August. August will be considered the "review month". August 1st will normally be the "review date". Q.A. may consider another day within the review month the review date. For example, if an initial application was received in the review month, the date the application was certified becomes the review date.

Denials or closures are referred to as negative actions or negative cases. The cases of households who participated in the review month are called active cases.

Certain cases are not subject to the review process. These are cases in which:

1. All household members died or moved out of the state before the review could be completed;
2. The household is receiving SNAP benefits under a disaster certification authorized by FNS;
3. The household is under investigation for an intentional program violation with a pending administrative disqualification hearing;
4. The household is appealing an adverse action when the review date falls within the time period covered by continuation of benefits pending a hearing decision; or

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

800 Quality Assurance (Q.A.)

820 Responding to a Request by Quality Assurance for a Case Record

5. The household is not currently participating in the Supplemental Nutrition Assistance Program, but did receive a restoration of SNAP benefits in the review month.

Certain negative actions are not subject to review. These are actions in which:

1. The household's case was closed due to expiration of its period of certification;
2. The household withdrew its application before approval or denial;
3. The household is under investigation for an intentional program violation; or
4. All members of the household died or moved out of state before the review was completed.

820 Responding to a Request by Quality Assurance for a Case Record

SNAP MANUAL 12/01/98

Quality Assurance assigns each of the cases listed on the Q.A. Pull to a Q.A. reviewer who sends a memo to the appropriate county office requesting the case record. The county office must immediately enter the case name and number on a Quality Assurance log and send the case record to the reviewer no later than the next working day. The county office will not attempt to make any decision about whether the case is subject to review.

After reading the case and documenting certain information, the Q.A. reviewer returns the case record to the county office. If an error is found, the case must then be sent to the Central Office, Quality Assurance, Slot 501, to be presented to a committee of personnel from DCO Office of Program Planning and Development and from DCO Field Operations. If this committee concurs with Q.A.'s decision, the review is considered complete.

830 Prior Knowledge of the Case

SNAP MANUAL 12/01/98

The reviewer must not have prior knowledge of the case to be reviewed. Prior knowledge is defined as having:

1. Taken any part in the decision that has been made in the case; or
2. Had any discussion of the case with staff who participated in the decision; or
3. Had any personal knowledge of, or acquaintance with, any household member.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

800 Quality Assurance (Q.A.)

840 Reviewing Active Cases

840 Reviewing Active Cases

SNAP MANUAL 11/01/98

Active cases are defined as those that were certified prior to or during the review month and for which benefits were issued during the review month.

The reviewer determines if the household was eligible during the review month. If the household was eligible during the review month, then the reviewer determines if the proper amount of SNAP benefits were issued for that month. In order to accomplish this, the reviewer completes the following steps:

1. Examining the Case Record

During this examination, the reviewer identifies specific facts related to the household's eligibility and basis of issuance of SNAP benefits. It is considered improper for a reviewer either to question a county office worker or to accept information not in the case record from the county office. The case record (including all online screens and reports) is considered the reviewer's only source of information about the county's action.

2. Conducting the Field Review

During the field review, the Q.A. reviewer obtains information about the household's actual circumstances during the review month. The reviewer verifies and documents this information. The two basic activities of the field review are interviewing the household and making collateral contacts. A worksheet is used to record the results of the field review.

3. Identifying Variances

Using information shown in the case record and information gathered during the field review, the reviewer determines if there are any differences between the information the reviewer has verified and information used by the county office to issue SNAP benefits.

EXAMPLE: If changes have occurred and have been reported or the county has not acted on a reported change within the proper timeframe, a variance will be determined.

4. Making the Review Decision

The final step of the review is deciding whether or not the case is in error. The reviewer may determine that a variance has occurred, but the case will not be considered an error case unless the SNAP benefit amount was incorrect by at least \$5.00. If the case is

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

800 Quality Assurance (Q.A.)

840 Reviewing Active Cases

in error, the reviewer must determine the amount of the error and whether too many or too few SNAP benefits were issued. The results will then be entered on the proper forms.

Any active case that contains a variance of at least \$5.00 (over or under issuance) will be used in determining the case error rate for the county and state. A variance which caused the household to be ineligible for SNAP benefits or to receive \$5.00 or more in SNAP benefits than they were entitled to receive will be used to calculate the dollar error rate for the county and state. Such errors are called overissuances and ineligibles. Errors where the household received less SNAP benefits than they were entitled to receive are called underissuances. Case and dollar error rates are used to determine the quality of the operation of the program in a county.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

800 Quality Assurance (Q.A.)

850 Calculating Case Error Rate

850 Calculating Case Error Rate

SNAP MANUAL 12/01/98

The following procedures will be used to calculate the case error rate for a specified period of time:

1. Total the number of completed Q.A. reviews;
2. Total the number of complete reviews in which an error (overissuance, underissuance or ineligibility) occurred;
3. Divide the total number of reviews with errors by the number of Q.A. reviews completed to determine the case error rate percentage.

EXAMPLE: Total Q.A. reviews completed 31
Total overissued cases 3
Total underissued cases 1
Total ineligible cases 2
Total error cases (6) - total Q.A. reviews (31) = 19.35%
Case Error Rate - 19.35%

860 Calculating Dollar Error Rate

SNAP MANUAL 12/01/98

The following procedures will be used when calculating the dollar error rate for a specified period of time.

1. Obtain the total amount of Supplemental Nutrition Assistance Program (SNAP) benefits issued in the cases upon which a review was completed. (Include all cases reviewed in the specified period of time).
2. Obtain the total amount of SNAP benefits issued in error.
3. Divide the total amount of SNAP benefits issued in error by the total SNAP benefits issued to determine the dollar error rate.

EXAMPLE: Total SNAP benefits issued 728
Total SNAP benefits over or under issued 25
Total SNAP benefits issued to ineligible households 10

Over or under issued benefits (\$25) + \$ ineligible (\$10) = Total issued in error (35) - Total SNAP benefits issued (\$728) = 4.81% Dollar Error Rate.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

800 Quality Assurance (Q.A.)

870 Reviewing Negative Cases

870 Reviewing Negative Cases

SNAP MANUAL 12/01/98

The reviewer examines the case record and verifies through documentation in the case file if the reason for the denial or closure is correct. When the case record alone provides acceptable documentation that the decision to deny or close was correct, the review is considered complete. If it is determined that the reason for denial or closure is incorrect, the reviewer determines if the household was actually ineligible at time of the action.

The reviewer may find it necessary to contact the household or collateral contacts. However, negative case reviews are generally limited to a review of the case record.

If an error is found in a negative case, the county office must take the steps necessary to determine the household's eligibility. If the household is determined eligible for the review month (for case closures, for subsequent months in the original certification period) benefits will be restored. See [SNAP 13300](#) for procedures for restoring SNAP benefits.

880 The Q.A. Log

SNAP MANUAL 12/01/98

Each county office must maintain a quality assurance log. This log will, at a minimum, contain the following information:

1. Case name;
2. Case number;
3. County office worker name;
4. Date the case was sent to Q.A.;
5. Date the case was returned;
6. Review number;
7. Whether the case was in error;
8. Whether the error was attributed to the household or the agency;
9. The corrective action needed;
10. Date the response is due; and
11. The date the response was completed.

Each county office will design a Q.A. log. The log may be automated or manual and may contain as much additional information as the county desires. The county office will use the log to determine the need for corrective action and to track the number of errors by individual workers so that the appropriate actions may be taken. The log will be monitored.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

800 Quality Assurance (Q.A.)

890 The Q.A. Appeal Process

890 The Q.A. Appeal Process

SNAP MANUAL 12/01/98

Upon notification by Quality Assurance that a selected case is in error, the county office will have the opportunity to appeal the findings. Listed below are the requirements for appealing a case:

1. Just cause for appealing the case must be determined by the DCO county supervisor and the Program Support Specialist.
2. An appeal packet must be prepared. The packet must contain a narrative justification with specific policy references along with any supporting documentary evidence.
3. Within ten calendar days, the case record must be submitted along with the appeal to the Quality Assurance Unit. The address is:

Administrator
Quality Assurance
P. O. Box 1437, Slot 501
Little Rock, AR 72203

The entire appeal process must occur within the specified ten calendar day period. The ten-day period begins with the date that Q.A. sends the error summary and appeal form to the county office. (This is the date Q.A. sends out the error summary and not the date the error summary is received in the county office.)

All documentation for the appeal must be received by the Quality Assurance Unit no later than the tenth day. If, in rare instances, the preparation of the appeal will require more than ten days, advance approval must be given by the Administrator of the Quality Assurance Unit. Extensions granted will be limited to five days.

There may be a time period at the last of the calendar year when it will not be possible to allow counties a full ten day period to submit an appeal since the agency must meet federal Quality Control (Q.C.) completion requirements.

On any case submitted for an appeal of a Q.A. error, adverse action on the matter under appeal will be delayed until a decision is rendered in the appeal. County offices will be notified of the decision via memorandum from the Administrator, Quality Assurance Unit.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

910 Who May be an Authorized Representative

900 Authorized Representatives

SNAP MANUAL 06/01/01

An authorized representative (AR) is an individual designated in writing by the case head, spouse, or other responsible household member to act on behalf of the SNAP household. Some residential facilities serve as ARs for their residents. The authorized representative may:

1. Make application for the program;
2. Be interviewed for the household; and
3. Report changes as instructed in [SNAP 11200](#). (This would include completing and submitting the household's quarterly report.)

The household may designate this same individual or an entirely different individual to use the household's electronic benefits transfer (EBT) card to purchase food for the household. Even households who are able to use their EBT card to purchase food should be encouraged to name an AR to use their EBT card in case of illness or other circumstances which might result in the household being unable to use their benefits.

If a household has not designated an AR but finds itself in an emergency situation where an AR is needed, the household may send or bring a written statement to the DHS county office designating an AR.

910 Who May be an Authorized Representative

SNAP MANUAL 06/01/01

An AR must be an individual age 18 or older who is knowledgeable about the SNAP household's circumstances and who has not been disqualified in accordance with [SNAP 970](#) from serving as an AR in the Supplemental Nutrition Assistance Program.

920 Who May Not be an Authorized Representative

SNAP MANUAL 06/01/01

Neither an employee of the Division of County Operations who is involved in certification processes nor a retailer who is authorized to accept Supplemental Nutrition Assistance Program (SNAP) benefits may be an AR unless the ES supervisor determines that no one else is available to serve as an AR and gives that individual specific written approval.

An individual disqualified for an intentional program violation (IPV) may not act as an AR during the period of disqualification unless no one else is available to serve as an authorized

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

930 Liability

representative. Once this has been established, the county office must determine whether this individual is needed to apply on behalf of the household or to use the SNAP benefits to purchase food for the household. For example, the household may be able to find someone else to make application for SNAP benefits but be unable to find anyone to purchase food regularly with the SNAP benefits. If the county office is unable to find someone to serve as an AR to purchase food with the SNAP benefits, the disqualified individual will be allowed to do so.

A homeless meal provider may not be an AR for a homeless household. (A homeless meal provider is an establishment such as a soup kitchen or a temporary shelter that feeds homeless persons. A full definition of a [Homeless Meal Provider](#) may be found in the Glossary.)

930 Liability

SNAP MANUAL 12/01/98

The county office worker will inform the household that all members will be held liable for any overpayments resulting from erroneous information given by the AR.

EXCEPTION: A private non-profit organization, institution or group living arrangement that serves as an AR will be responsible for any misrepresentation or fraud knowingly committed as facility residents are certified to receive SNAP benefits. See [SNAP 980](#) for details on centers as ARs.

Since household is liable for the information provided by the AR, a household member should either complete the application or review the information on the application before the application is submitted. Since organizations or institutions serving as ARs are liable for erroneous information, the individual from the institution who will be interviewed will be advised to carefully review the application with the resident before it is submitted to the county office.

940 Records of ARs

SNAP MANUAL 12/01/98

The county office will ensure that ARs are properly designated in the household's case record. The *SNAP Application* (DCO-220) contains a section for the household to enter the AR's name, address and telephone number. The household may also submit a signed, dated statement containing the AR's name, address and telephone number which clearly states that the household wants this individual to serve as an AR.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

950 Controls on ARs

If the AR has completed and signed an application and the validity of the application is questioned, the county office worker will obtain a note signed by the case head spouse or other responsible household members indicating that the household wants this individual to serve as an AR. If the case head spouse or other responsible household member is unable to complete and/or sign the note, the worker will attempt to contact the household by telephone to confirm the AR. If telephone contact cannot be made, an interview with the AR in the household's home may be considered.

950 Controls on ARs

SNAP MANUAL 12/01/98

Limits may not be placed on the number of households that an AR may represent. However, county offices should be alert for situations where ARs have access to large amounts of SNAP benefits. For example, when a farmer employs migrant and seasonal farm workers and serves as their AR, the situation may be questionable. In such situations the county office should attempt to assure that:

1. The household has freely requested the assistance of the AR;
2. The household's circumstances are correctly represented;
3. The household is receiving all of SNAP benefits authorized; and
4. The authorized representative is properly using the benefits.

An assessment of the situation may be made by contacting the households involved. If it is not possible to contact these households or if the households fear reprisal, the county office will contact collateral contacts with knowledge of the situation.

If a DHS county office worker suspects an AR is using a household's SNAP benefits improperly, he or she will report the circumstances to the Central Office, Supplemental Nutrition Assistance Program (SNAP) Section, who will relay the report to Food and Nutrition Services.

No formal control procedures are mandated for county offices. If a county office has historically had problems with AR abuse of the Supplemental Nutrition Assistance Program, or if a problem appears to be developing in this area, a control procedure may be advised by the DCO County Administrator.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

960 Verifying the Identity of an AR

960 Verifying the Identity of an AR

SNAP MANUAL 12/01/98

If an AR applies on behalf of a household, the identity of both the AR and the head of the household must be verified. Any document which reasonably establishes the identity of the AR must be accepted. Examples of such documents are a driver's license, a work or school ID, an ID for health benefits or other assistance, voter registration card, wage stubs, or birth certificate. A collateral contact may be made if documentary evidence is unavailable.

970 Disqualifying ARs

SNAP MANUAL 12/01/98

If a DHS county office obtains evidence that an AR has misrepresented a household's circumstances and has knowingly provided false information about the household, or has used the household's SNAP benefits improperly, the ES supervisor may disqualify that individual. If disqualified, that individual may not serve as an AR in the Supplemental Nutrition Assistance Program for a period of up to one year. The exact period of time will be left to the discretion of the ES supervisor so long as it does not exceed one year.

To disqualify an AR, the county office will send a letter to both the AR and the household that the AR has been representing. The letter will be sent 30 days prior to the date of the disqualification and will contain:

1. The proposed action (disqualification);
2. The reason for the disqualification;
3. The household's right to request an administrative hearing;
4. The telephone number of the county office; and
5. If possible, the name of the person to contact for additional information.

980 Residential Facilities as Authorized Representatives (ARs)

SNAP MANUAL 01/01/07

Residents of certain classes of residential facilities may choose to participate in the Supplemental Nutrition Assistance Program if the facility has been authorized by the Food and Nutrition Service (FNS) or the appropriate state agency (Arkansas Department of Health & Human Services, Division of Behavioral Health Services, Alcohol and Drug Abuse Prevention). The agency or agencies authorizing the facility must have determined that the facility is a non-profit organization.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

980 Residential Facilities as Authorized Representatives (ARs)

Any organization, institution, or group living arrangement that serves as an AR is responsible for any misrepresentation or fraud knowingly committed when resident households are approved for SNAP benefits. For this reason, the employee designated to serve as the AR must be familiar with each resident's household situation and must carefully review each application for SNAPs with the household before submitting the application to the county office.

A facility will also be strictly liable for all misuse of SNAP benefits received on behalf of resident households and for all overissuances that occur while households are residing in the facility and are represented by the facility. There are two exceptions:

EXCEPTION 1: Residents of group living arrangements applying on their own behalf are responsible for overissuances as would be any other household.

EXCEPTION 2: Residents of shelters for battered women and children are responsible for any misinformation and/or overissuances even if they were certified through an AR.

When it is determined administratively or judicially that a facility has misappropriated or used SNAP benefits for purposes not contributing to a certified household's meals, the facility may be penalized. Employees of alcoholism and drug addiction treatment centers and the heads of group living arrangements that intentionally misrepresent a resident's circumstances while acting as the resident's authorized representative in the Supplemental Nutrition Assistance Program may be prosecuted under applicable state and federal statutes for their acts.

The county office will promptly notify the Central Office Supplemental Nutrition Assistance Program (SNAP) Section in writing when it believes that a facility is misusing SNAP benefits. The SNAP Section will, in turn, notify FNS when it has reason to believe that the facility is misusing SNAP benefits. FNS will determine whether a facility will be disqualified.

No action will be taken by the state against the facility before FNS takes action. If FNS disqualifies an organization or institution as a result, the SNAP Section will notify the county office of this action. The County Office will then suspend the violator's status as an AR for the same time period as instructed in [SNAP 970](#).

If a group living arrangement has its status as an AR suspended, residents applying on their own behalf may still participate.

A claim will be established against the facility for overissuances of SNAP benefits held for resident households if such overissuances are discovered during an FNS investigation or hearing.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

981 Alcoholic and/or Drug Addiction Treatment Centers

981 Alcoholic and/or Drug Addiction Treatment Centers

SNAP MANUAL 01/01/07

A treatment center is any such residential program conducted by a private non-profit organization or institution or a publicly operated community mental health center (under Part B of title XIX of the Public Service Act) to provide treatment that can lead to the rehabilitation of drug addicts or alcoholics.

In order for the residents of a drug addiction and/or alcoholism treatment center to be certified to receive SNAP benefits, the center must provide evidence that it is tax exempt and certified by the State agency responsible for the treatment and rehabilitation of drug addicts or alcoholics as:

- Receiving funding under part B of title XIX, **or**
- Eligible to receive funding under part B or title XIX if no funds are being received: **or**
- Operating to further the purposes of part B or title XIX to provide treatment and rehabilitation of drug addicts and/or alcoholics.

Even if the treatment center does not meet one of these criteria, but has been authorized by FNS as a retailer (can use the SNAP benefits to purchase food for residents), the residents may receive SNAP benefits.

Residents of alcoholic and/or drug addiction treatment centers must apply for Supplemental Nutrition Assistance Program (SNAP) benefits through an authorized representative (AR) who is an employee of the treatment center. In order to avoid duplicate entries on the ANSWER System, the AR will not be classified as an alternate payee. The treatment center will maintain control of the resident's electronic benefits transfer (EBT) card and personal identification number (PIN) as long as the customer continues to reside at the center.

When a county office receives an inquiry from an alcoholic and/or drug addiction treatment center about participating in the Supplemental Nutrition Assistance Program, the center should be provided with a copy of the pamphlet on DHS SHARE entitled *ALCOHOLISM AND DRUG ADDICTION TREATMENT CENTERS SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM PARTICIPATION*.

The DHS county office must verify that the treatment center meets one of the requirements shown in this section of policy (certified as a treatment center by the State or authorized by FNS to accept SNAP benefits) before any of the residents of the treatment center are certified to receive SNAP benefits.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

981 Alcoholic and/or Drug Addiction Treatment Centers

A list of funded treatment centers is available on the DHS web-sites at:

<http://www.arkansas.gov/dhs/dmhs/CURRENT%20Funded%20Providers%20TW%20Updated%2006-2010.pdf>

A list of unfunded treatment centers is available on the DHS web-site at:

<http://www.arkansas.gov/dhs/dmhs/CURRENT%20Non%20Funded%20Providers%20TW%20Updated%20June%202010.pdf>

If the treatment center name does not appear on one of these lists, the treatment center may provide as verification a letter, license, or other certification issued by the DHS Office of Alcohol and Drug Abuse Prevention that shows that the treatment center meets the Supplemental Nutrition Assistance Program standards for certification as listed above. If the treatment center cannot provide documentation that it meets these standards, the DHS county office should facilitate contact between the center and the DHS, Division of Behavioral Health Services, Office of Alcohol and Drug Abuse Prevention. The Office of Alcohol and Drug Abuse Prevention will be asked to make a determination as to whether the treatment center is operating to further the purpose of part B of title XIX, to provide treatment and rehabilitation of drug addicts and/or alcoholics. This requirement may be met with a simple letter from the Office of Alcohol and Drug Abuse Prevention that this office acknowledges that the treatment center is operating for this purpose.

The address and telephone number for this office is:

Alcohol and Drug Abuse Prevention
4313 West Markham
Little Rock, Arkansas 72205

Telephone (501) 686-9867

If the Food and Nutrition Service Office has authorized the treatment center as a retailer, the DHS county office may use that authorization as verification.

The address for Food and Nutrition Service is:

700 West Capitol, Room 3319
Little Rock, AR 72201

Telephone (501) 324-5858

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

981 Alcoholic and/or Drug Addiction Treatment Centers

A copy of the pamphlet and all applicable policy should be provided to participating treatment centers. This includes the policies at [SNAP 1820-1825](#) and [SNAP 980-981.5](#).

981.1 Treatment Center's Responsibilities

SNAP MANUAL 12/01/98

Each alcoholic and/or drug addiction treatment center must maintain a *Daily Census Report* (DCO-254). A copy of the DCO-254 must be provided to the county office at the end of each month.

At least once each year, the county must make an onsite visit to each treatment center to compare the center's records to the information submitted on the DCO-254. (The center's records for at least one month must be compared to the information submitted on the DCO-254.) A form, *Alcoholic and/or Drug Addiction Treatment Center Record of On-Site Visit*, (DCO-263) may be used to record these visits.

The DCO-263 is not a mandatory form. However, any record of an onsite visit prepared by the county should contain at least the information provided on the DCO-263.

981.2 Accessing EBT Benefits

SNAP MANUAL 01/01/07

Alcoholic and/or drug addiction treatment centers that have only Arkansas Department of Health & Human Services, Division of Behavioral Health Services, Alcohol and Drug Abuse Prevention certification will purchase food for the residents by using the resident's EBT cards at retail outlets.

In treatment centers that have been authorized by FNS to use Supplemental Nutrition Assistance Program (SNAP) benefits, a Point of Sale (POS) device may be installed. In centers with a POS device, the authorized representative will swipe the resident's EBT card through the center's POS device to obtain benefit authorization. When the EBT card authorization occurs, the SNAP benefits will be debited from the resident's account and transferred through the settlement process to the treatment center's bank account. The treatment center will use the funds in the bank account to purchase food for the center.

981.3 Special Procedures for Authorized Representatives (AR)

SNAP MANUAL 12/01/03

For residents of alcoholic and/or drug addiction treatment centers, an EBT card will be issued for the resident. However, the resident will not be given access to the EBT card or personal

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

981 Alcoholic and/or Drug Addiction Treatment Centers

identification number (PIN) until he or she leaves the treatment center. For the protection of center employees, treatment centers are advised to maintain records of when each resident's EBT card was received and when the card was provided to the resident or when the EBT card was destroyed. See [SNAP 981.4](#) for additional information.

981.4 When a Resident Leaves a Treatment Center

SNAP MANUAL 01/01/07

When a resident leaves an alcoholic and/or drug addiction treatment center, the treatment center must report the departure to the DHS county office immediately. The treatment center will provide his or her EBT card to the resident; and if possible, will instruct the resident to call the Customer Service Help Desk at 1-800-997-9999 to request a new PIN. If the resident leaves without notifying the treatment center, the resident's EBT card will be destroyed immediately by burning the card or by cutting the card into at least three pieces. If possible the treatment center should provide the household with a *Change Report Form* (DCO-234) to report their new address and other circumstances to the DHS county office.

981.5 Treatment Center Guidelines for Supplemental Nutrition Assistance Program Participation

SNAP MANUAL 01/01/07

A treatment center is any such residential program conducted by a private non-profit organization or institution or a publicly operated community mental health center (under Part B of title XIX of the Public Service Act) to provide treatment that can lead to the rehabilitation of drug addicts or alcoholics.

In order for the residents of a drug addiction and/or alcoholism treatment center to be certified to receive SNAP benefits, the center must provide evidence that it is tax exempt and certified by the State agency responsible for the treatment and rehabilitation of drug addicts or alcoholics as:

- Receiving funding under part B of title XIX, or
- Eligible to receive funding under part B or title XIX if no funds are being received: or
- Operating to further the purposes of part B or title XIX to provide treatment and rehabilitation of drug addicts and/or alcoholics.

Even if the treatment center does not meet one of these criteria, but has been authorized by FNS as a retailer (can use the SNAP benefits to purchase food for residents), the residents may receive SNAP benefits.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

981 Alcoholic and/or Drug Addiction Treatment Centers

Treatment centers that wish to be certified by the State may contact:

Arkansas Department of Health & Human Services
Division of Behavioral Health Services, Alcohol and Drug Abuse Prevention
4313 West Markham
Little Rock, AR 72205.

The telephone number is (501) 686-9875.

Treatment centers that wish to be authorized by FNS to use SNAP benefits as a retailer must contact FNS at:

700 West Capitol
Room 3319
Little Rock, AR 72201

The telephone number is 501- 324-5851.

A treatment center must agree to be responsible for any misrepresentation or fraud knowingly committed when resident households are approved for SNAP benefits.

A treatment center must designate an employee in writing to serve as an authorized representative (AR) for all residents. The AR will make application for SNAP benefits on behalf of center residents. The AR will use the resident's electronic benefits transfer (EBT) card and personal identification number (PIN) to access the resident's SNAP benefits. The resident will not have access to the EBT card and PIN while he or she is residing at the treatment center

Only treatment centers authorized by FNS to use SNAP benefits as a retailer will be allowed to have an EBT point of sale (POS) device at the center.

The DHS County Office worker will issue a *Change Report* (DCO-234) for each approved application. The AR will be asked to report within 10 days if there are changes in any resident's circumstances while he or she is residing at the treatment center.

When a resident leaves a treatment center, the center must notify the DHS county office immediately. If possible, the resident's EBT card will be given to the resident and the resident will be instructed to call the Customer Service Help Desk at 1-800-997-9999 to request a new PIN. If not, the EBT card must be destroyed. If none of the household's SNAP benefits have been accessed before the resident's departure, the treatment center must not access any portion of the benefits after the resident's departure.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

982 Group Living Arrangements

A treatment center must insure that residents who leave on or before the 15th of the month have access to one-half of their monthly SNAP benefit amount. In treatment centers where the EBT cards are used to shop, the center will insure that one-half the resident's monthly benefit amount remains in the resident's account until the 16th of the month. In treatment centers that utilize an EBT point of sale (POS) device, the center may do a SNAP purchase refund if the resident departs on or before the 15th of the month. Or, the center may swipe the EBT card through the POS on a weekly or biweekly basis to cover the costs of the resident's meals for that period.

Once a resident leaves a treatment center, the resident, not the treatment center, has access to any SNAP benefits remaining in the resident's EBT account. This applies any time of the month.

A treatment center must maintain a *Daily Census Report* (DCO-254) and provide a copy to the appropriate county office at the end of each month.

The DHS county office will conduct a yearly on-site visit to each treatment center to compare the Daily Census Report to the center's records.

982 Group Living Arrangements

SNAP MANUAL 12/01/98

A resident of a group living arrangement as defined in the Glossary under "[Group Living Arrangement](#)" has three options in applying for SNAP benefits. They are:

1. Apply and be certified as a one person household through an AR employed by and designated in writing by the group living arrangement;
2. Apply themselves and be certified on their own behalf if they are capable; or
3. Apply and be certified through an AR of their choice.

The group living arrangement will have the discretion of deciding if a resident may apply for SNAP benefits on his or her own behalf. This decision will be based upon the resident's physical and mental ability to handle his or her business.

982.1 Accessing EBT Benefits

SNAP MANUAL 12/01/98

A resident of a group living arrangement may use their EBT card to access their benefits or may allow the authorized representative to use their EBT card to access their benefits. In order to avoid duplicate entries on the ANSWER system, employees of a group living arrangement may no longer serve as the alternate payee or the primary payee for residents. Instead, the

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

983 Shelters for Battered Women and Children

employee will be designated as the resident's AR. If the group living arrangement determines that it is not in the resident's best interest to possess and/or use the EBT card to access EBT benefits, the authorized representative will maintain physical control of the resident's card and personal identification number (PIN).

983 Shelters for Battered Women and Children

SNAP MANUAL 12/01/98

A woman or a woman with children who is temporarily residing in a shelter for battered women and children may apply for SNAP benefits and be certified without the use of an AR. Shelter residents do have the option of appointing an AR. The AR may be an individual of the resident's choice. If the resident cannot appoint an AR and will be endangered by leaving the shelter, the shelter may appoint a shelter employee or a volunteer to act as an AR.

983.1 Accessing EBT Benefits

SNAP MANUAL 12/01/98

A resident of a shelter for battered women and children will retain control of their SNAP benefits and EBT cards even if certified through an AR.

990 Purpose

SNAP MANUAL 07/01/94

The Fraud Investigations Unit identifies, investigates, and refers for prosecution any individual accused of committing Theft of Property or Theft of Public benefits as defined by state law. This includes Agency staff, recipients, providers, or other persons who deliberately violate the rules and regulations of DHS to defraud the state. The Fraud Unit also prepares the Administrative Disqualification File on persons accused of committing an intentional program violation.

991 Organization

SNAP MANUAL 03/01/02

The Fraud Investigations Unit is organizationally located within the Office of Chief Counsel.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

992 Functions

992 Functions

SNAP MANUAL 03/01/02

The Fraud Investigations Unit has the following major functions:

- Review the case record and independently verify information contained in the file to determine if a criminal investigation is warranted.
- Investigate to gather evidence in cases where there is a probability that a fraudulent act was committed.
- Refer to the prosecutor appropriate cases in which facts are obtained prove that the accused person, by deception, received DHS monies/benefits to which he/she was not entitled.
- Refer for an administrative disqualification hearing or secure a waiver of an administrative disqualification hearing on cases not referred to the prosecutor if these cases contain evidence of an IPV.

993 Referral Sources

SNAP MANUAL 07/01/94

Reports of suspected fraud may be received from any source within the Department of Human Services, the general public, public officials, or other public agencies, or by the Fraud Investigations Unit itself.

994 Reporting Suspected Fraud

SNAP MANUAL 03/01/02

A Supplemental Nutrition Assistance Program (SNAP) case will be referred for an investigation when:

- The suspected fraudulent act(s) resulted in a cumulative overpayment of \$125 or more.
- The client is suspected of receiving assistance in two or more names, counties or states.
- There is a report of trafficking in SNAP benefits. Trafficking means the buying or selling of SNAP benefits or Electronic Benefits Transfer (EBT) cards for cash or for consideration other than eligible foods; or the exchange of firearms, ammunition, explosives or controlled substances for SNAP benefits.

Referrals from DHS sources are made via a Suspected Fraud Report (DHS-1700).

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

995 Review of Case

995 Review of Case

SNAP MANUAL 03/01/02

When a referral is made to the Fraud Investigations Unit, the circumstances will be reviewed to determine if the case warrants investigation toward criminal prosecution.

If one or more of the following facts are present, the case will not be referred for prosecution:

- Total amount of the overpayment resulting from the alleged fraud is less than the minimum dollar amount set by the criminal statute.
- The age or education of the suspect is not conducive to proving criminal intent.
- The statute of limitations has run on all evidence referred;
- The suspect is permanently residing out of state.

Cases not referred to the prosecutor that contain evidence of an intentional program violation will be referred for an administrative disqualification hearing.

996 Case Accepted for Investigation

SNAP MANUAL 03/01/02

The following procedures will be completed on reports of suspected fraud that warrant criminal prosecution:

1. The case record and any other pertinent information concerning the suspected recipient will be requested from the County Administrator. DHS offices, sections, and units must release any requested information to the Fraud Investigations Unit.
2. The investigator assigned to the case will:
 - A. Examine the case record and/or any other records on file within or outside DHS for suspected false statements of clients, providers or other persons.
 - B. Conduct a systematic inquiry to determine validity of allegations of criminal conduct. Such investigation may entail interviewing workers or witnesses with knowledge of the case, providers, division staff, and the suspect for any accounts of alleged conduct.
 - C. Determine the net amount of the overpayment that resulted from the fraudulent act within the criminal statute of limitations or within time frames set out in overpayment policy for cases referred for an Administrative Disqualification Hearing.
 - D. Prepare a written, documented report at the completion of the investigation for referral to the Prosecutor.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

997 Disposition of Investigations

- E. Secure a waiver of the administrative disqualification hearing or complete the referral for an administrative disqualification hearing (DHS-1208).
- F. Administratively close the investigation if, at any stage of the inquiry, the investigative staff determines that the case is not suitable for prosecution or for referral for an Administrative Disqualification Hearing.
- G. Notify the Overpayment Unit and the DHS county office of the disposition of the investigation and return copies of the case record to the county office.

997 Disposition of Investigations

SNAP MANUAL 03/01/02

The Fraud Investigations Unit will notify the county administrator of the initial disposition of each referral.

When a case is referred for prosecution, the Fraud Investigations Unit will request that the Prosecuting Attorney file charges, send a copy of that request to the DHS county office, and advise the Overpayment Unit of the factual basis for the overpayment.

When the Fraud Unit feels that a case should be referred for an Administrative Disqualification Hearing, a Hearing Statement (DHS-1208) will be provided to the Overpayment Unit. The Overpayment Unit will determine whether or not the cases should be referred to Appeals and Hearings for an Administrative Disqualification Hearing.

When the individual suspected of committing the IPV signs a Waiver of Hearing and Disqualification Agreement (Form DHS-267), the Fraud Investigations Unit will advise the DHS county office and the Overpayment Unit of the facts of the case. A copy of the DHS-267, and, if negotiated, a copy of the Repayment Agreement will be provided. See [SNAP 16830](#) for additional information.

For cases administratively closed, the Fraud Investigations Unit will forward a memo to the County Office and the Overpayment Unit explaining the reason for the closure. If an overpayment has been calculated, these documents will be forwarded to the Overpayment Unit for collection.

The final disposition of cases adjudicated by the court will be furnished to the county office and the Overpayment Unit by the memorandum from the Director of the Fraud Investigations Unit.

SNAP CERTIFICATION MANUAL – SECTIONS 100 TO 900

900 Authorized Representatives

998 Decision to Prosecute

998 Decision to Prosecute

SNAP MANUAL 07/01/94

The Director of the Fraud Investigations Unit will present to the Prosecuting Attorney of jurisdiction the original investigative report of those cases deemed worthy of prosecution. The prosecutor has sole discretion to prosecute, accept repayment in lieu of prosecution, or decline to prosecute.

SNAP CERTIFICATION MANUAL – SECTION 1000

1110 Summary

SNAP Manual 10/01/97

- SNAP benefits are based on the number of eligible household members.
- The Casehead is a responsible adult or an emancipated minor in whose name an application for SNAP benefits is submitted. The SNAP household, not the county office, designates the Casehead.
- The household must be residing in Arkansas. There are no restrictions on the duration of residence.
- Eligible household members are normally those people who live together and purchase and prepare food together. People who live in the home but are not included in the SNAP household may include disqualified members (see SNAP 1623), ineligible members (see SNAP 1620), boarders (see SNAP 1624) and people who have established a separate household unit. See SNAP 1631 for restrictions on separate households.
- Members of some residential facilities such as drug and alcoholic treatment centers, shelters for battered women, group living arrangements and shelters for the homeless may participate in the Supplemental Nutrition Assistance Program (see SNAP 1800). No other person living in an institution may participate in the Supplemental Nutrition Assistance Program. Boarders may not participate in the Supplemental Nutrition Assistance Program.

1200 Eligibility Factors

SNAP Manual 10/01/97

An eligibility factor is a requirement that must be met before an application for SNAP benefits may be approved. Eligibility factors may be applied to entire households (e.g. residency) or to individual members (e.g. citizenship). In this section of policy, eligibility factors dealing with households and with individual members of households are discussed. The factors are presented in the order in which they are applied.

1300 Process 1 - Determining Residency

SNAP Manual 02/01/20

The first eligibility factor to be considered is residency. A household must reside in Arkansas. Also, there is no requirement for a household to have lived in Arkansas for any length of time or even for a household to intend to reside in Arkansas permanently. Thus, eligible households that move frequently may participate in the Supplemental Nutrition Assistance Program (SNAP) as long as they currently reside in Arkansas and participate in only one state in a given month.

A fixed residence is not required. For example, campsites used by homeless individuals or migrant farm workers satisfy residency requirements. Since such households may not have a normal or standard mailing address, and to “reside” does not mean having a mailing address, “General Delivery” may be used as the mailing address.

People who are visiting in Arkansas for a brief period for recreational purposes are vacationers. Vacationers do not meet the residency requirements. Students who return to their permanent home during school breaks and elderly retired individuals who spend a portion of the year with relatives are not vacationing and meet residency requirements. Children who spend the summer months with grandparents, other relatives, or friends also meet residency requirements and may participate in the household where they are spending the summer.

No individual may participate in the Supplemental Nutrition Assistance Program more than once in any month unless the individual is a resident of a shelter for battered women and children (SNAP 1840) or the individual is being claimed as a member of one household and actually resides in another if the conditions in SNAP 12226 are met.

1310 Household Does Not Meet Residency Requirements

SNAP Manual 02/01/20

If an applicant does not live in Arkansas, the application will be denied, and the household will be advised to apply in its state of residence. Case records are not sent out of the state.



NOTE: If a county office worker establishes through any source that a household has moved from Arkansas to another state, the household’s case must be closed. This policy applies across the board to all SNAP households regardless of the household’s reporting requirements. No advance notice is required. See [SNAP 11450](#) and SNAP 11571. If the worker suspects the household has moved from the State, a request for contact will be sent as instructed in SNAP 12400.

SNAP CERTIFICATION MANUAL – SECTION 1000

1320 Addresses

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Each application must contain a complete and correct address. It is also essential that the county office know how to locate the household if a home visit, field investigation, or quality assurance review is to be conducted. Instructions about how to locate the home must be documented in the eligibility system.

1330 Verification of Residency

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Verification of residency will be obtained at initial application and thereafter when information regarding residency is incomplete, inaccurate, inconsistent or outdated. See the Glossary, definition of "[Verification](#)" for additional information.

Verification may be waived when such verification cannot reasonably be accomplished. For example, verification may be waived when newly arrived households, migrant households, or homeless individuals apply. A home visit may be in order for such households. See the definition of "[Verification](#)" in the Glossary for an explanation of a home visit as a part of the application process.

No specific source of verification of residency is mandated. Acceptable verification includes rent receipts, mortgage payment books, utility receipts, or a driver's license if these documents contain the applicant's current physical address. Current utility receipts or receipts for utility deposits are preferred. (These items may also serve as verification of identity or expenses.) If verification of residency cannot be established through these sources, collateral contacts or other readily available documentary evidence which reasonably establishes the household's residency must be accepted. Failure or refusal to provide verification of residency will result in denial of the SNAP application for non-expedited households.

1400 Process 2 - Verifying Identity

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The identity of the person making application must be verified at the time of the application interview, and thereafter if information regarding identity is incomplete, inaccurate, inconsistent or outdated. See the Glossary definition of "[Verification](#)" for additional information.

If an authorized representative (AR) applies on behalf of the household, the identity of both the AR and the head of the household must be verified.

1500 Process 3 - Designation of Casehead

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When a household makes application for SNAP benefits for the very first time, the casehead must be established. After the casehead is established, the case will be filed in the county's file under the name of the casehead and all notices pertaining to the household's eligibility will be sent to the casehead.

The household, not the county office worker, normally designates the casehead. It is not necessary that the casehead be present for the interview. Any responsible household member may make application and appear for the interview, or the interview may be conducted with an authorized representative.

In no instance will an application be denied solely due to the lack of a responsible adult member to serve as the casehead. If a responsible household member is not available to serve as the casehead and the household cannot find a relative or friend to serve as an authorized representative, the worker will assist the household in completing the application and obtaining the necessary verification.

1600 Process 4 – Determining Household Composition

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A SNAP household is normally composed of an individual living alone or a group of individuals who live together and who customarily purchase food and prepare meals together. To “customarily purchase and prepare together” means that the household purchases food and prepares meals for home consumption as one unit more than 50% of the time. This includes individuals who intend to purchase and prepare meals for home consumption as a unit but lack the financial means to do so until SNAP benefits are received.

1620 Evaluating Eligibility of Members

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The county office worker will evaluate each household member listed on the application to determine if that member is eligible to participate in the Supplemental Nutrition Assistance Program. The categories of individuals who are not eligible to participate in the Supplemental Nutrition Assistance Program are listed below.

1. Ineligible Aliens-Undocumented Aliens - See SNAP 1621 for details regarding qualified aliens. Ineligible-Undocumented aliens are those who are unable or unwilling to verify immigration status.
2. Certain Students Enrolled in an Institution of Post-Secondary Education - See SNAP 1622.2 for an explanation of which students are ineligible to participate in the program.
3. Disqualified Individuals - This includes people disqualified for any of the following reasons:
 - a. An intentional program violation (IPV) as defined in SNAP 15410
 - b. Failure to comply with the social security number (SSN) requirement as explained in SNAP 2100
 - c. Failure or refusal to comply with the work registration requirements explained in SNAP 3400
 - d. Noncompliance with the Workfare requirement explained in SNAP 3700
 - e. Being currently classified as a fleeing felon as explained in SNAP 1622.10
4. Boarders - See SNAP 1624 for an explanation of boarder policy.
5. Residents of Institutions - See SNAP 1800 for a definition of an institution and the exceptions to this rule.
6. OCSE (Office of Child Support Enforcement) Non-cooperation Disqualification -This includes both custodial parent or non-custodial parent who do not cooperate with OCSE.

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1621 Citizenship Status

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Participation in the Supplemental Nutrition Assistance Program is limited to US citizens and certain non-citizens who are lawfully residing in the United States.

Proof of citizenship will only be requested if an individual's U.S. citizenship is questionable.

A United States citizen is:

- A person (other than the child of a foreign diplomat) born in the United State of America or in the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, or the Northern Mariana Islands who has not renounced or otherwise lost his or her citizenship.
- A person born outside of the United States to at least one U.S. citizen parent. (These individuals are sometimes referred to as "derivative citizens.")
- A naturalized U.S. citizen.

Individuals who claim to be naturalized citizens must have completed all the requirements for citizenship, including the swearing in, and must have verification of their status as a naturalized citizen before they can participate in the Supplemental Nutrition Assistance Program as a citizen. (They may participate as a non-citizen if they meet those requirements.)

A United States non-citizen national is:

- A person born in American Samoa or Swain's Island on or after the date the U.S. acquired the possession of either territory.
- A person whose parents are U.S. non-citizen nationals.

U.S. non-citizen nationals are treated as U.S. citizens.

The DHS county office worker must accept participation in another program as acceptable verification if verification of citizenship or non-citizen national status was obtained for that program. For other household members whose citizenship is questionable, the worker may accept any of the following documents as proof of citizenship:

- Birth certificate showing birth in one of the 50 states, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa, and Swain's Island or the Northern Marianna Islands.
- United State passport except for limited passports which are issued for periods of less than five years.
- Report of birth abroad of a U.S. citizen issued by the Department of State.
- Certificate of birth by a foreign-service post.
- Certificate of Naturalization.

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- Certificate of Citizenship issued to individuals who derive their citizenship through a parent.
- Northern Marianna Identification Card
- Statement provided by a U.S. consular officer certifying that the individual is a U.S. citizen.
- American Indian Card with a classification code “KIC”
- Adoption Finalization Papers that show the child’s name and place of birth in the United States or one of its territories.

If none of these documents is available, the alien may provide secondary evidence such as religious records, school records, or census records that indicate birth in the United States.

If the household cannot obtain any of the forms listed above to verify citizenship and the household can provide a reasonable explanation as to why verification is not available, the worker will accept a signed statement, under penalty of perjury, from a third party indicating a personal knowledge that the member in question is a U.S. citizen or non-citizen national. The signed statement must contain a warning of the penalties for helping someone commit fraud. In the absence of verification or third-party attestation of U.S. citizenship or non-citizen national status, the household member whose citizenship status is in question will be treated as an ineligible alien (see [SNAP 1621.6](#)) until the issue is resolved.

A legal immigrant who has lived in the United States as a qualified alien for a period of five years or longer may participate in the Supplemental Nutrition Assistance Program if otherwise eligible. See SNAP 1621.1.

Not all aliens who are residing in the United States are allowed to participate in the Supplemental Nutrition Assistance Program. With some exceptions, aliens will be allowed to receive SNAP benefits only if:

1. The alien meets the criteria to be classified as a “qualified alien”; and
2. The alien meets one of the conditions under which a “qualified alien” may receive SNAP benefits.

See [SNAP 1621.1](#) for an explanation of a qualified alien.

An alien who will be allowed to participate in the Supplemental Nutrition Assistance Program is referred to as an “eligible alien.” However, “eligible aliens” must also meet Supplemental Nutrition Assistance Program requirements such as income and resource limits.

Ineligible aliens include aliens such as, but not limited to:

- Visitors and tourists;
- Students;

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- Diplomats;
- Aliens admitted under color of law;
- Aliens who have applied for eligible status but have not yet been approved; and
- Aliens who have a questionable or unverified status.
- Citizens of the Federated States of Micronesia (FSM) which includes the Republic of the Marshall Islands and the Republic of Palau. *

Under the Compact of Free Association, FSM citizens may freely enter the U.S. and its territories and possessions. However, FSM citizens are not eligible for U.S. federal welfare protection and benefits. FSM citizens should carry an I-94 (Arrival/Departure Record) stamped CFAIFSM.

1621.1 Qualified Aliens

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A qualified alien is:

- An alien who is lawfully admitted for permanent residence under the Immigration and Naturalization Act (INA). This category also includes “Amerasian immigrants” as defined under section 584 of the Foreign Operations, Export Financing and Related Programs Appropriations Act of 1988.
- An alien who is granted asylum under section 208 of the INA.
- A refugee admitted to the United States under section 207 of the INA. This includes victims of severe forms of trafficking, their minor children, spouses, and in some cases, their parents and siblings. See SNAP 1621.3.4 for additional information about trafficking victims.
- An alien who is paroled into the United States under section 212(d)(5) of the INA for a period of at least one year.
- An alien whose deportation is being withheld under section 243(h) of the INA as in effect prior to April 1, 1997, or whose removal is withheld under section 241(b)(3) of the INA.
- An alien granted conditional entry under section 203(a)(7) of the INA as in effect before 4/1/80.
- An alien who is a Cuban or Haitian entrant as defined in section 501(e) of the Refugee Education Assistance Act of 1980.
- A battered alien. See SNAP 1621.1.1 below for additional information about battered aliens.

1621.1.1 Battered Aliens

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An alien may be classified as a qualified alien if he or she has been subjected to battery or extreme cruelty in the United States by a family member with whom they reside.

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Qualified alien status also extends to an immigrant whose child has been abused or to an immigrant child whose parent has been abused. Battered aliens are exempt from the deeming requirements for a 12-month period. See SNAP 1621.7.1.

1621.2 Participation for up to Seven Years

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Any of the following qualified aliens may participate in the Supplemental Nutrition Assistance Program for up to seven (7) years from the date of admission to the United States if otherwise eligible:

- Aliens who were granted asylum under section 208 of the INA.
- Aliens who were granted status as a refugee under Section 207 of the INA.
- Aliens whose deportation was withheld under section 243(h) or, after April 1, 1997, section 241(b)(3) of the INA.
- Aliens who were admitted as an Amerasian immigrant pursuant to section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act of 1988.
- Aliens who were admitted as a Cuban or Haitian entrant under 501(e) of the Refugee Assistance Act of 1988.

Refugees that are admitted under Section 207 of the Immigration and Nationality Act are given refugee status before the person enters the country. Therefore, for refugees, the seven-year count begins the date the refugee enters the U.S. The seven-year limit for refugees does not change once established. This applies even if the refugee's immigration status is later changed to another legal immigration status.

1621.3 Other Eligible Aliens

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Any of the following aliens may participate in the Supplemental Nutrition Assistance Program if otherwise eligible.

1. Any alien who has lived in the United States as a qualified alien for a period of five years or longer may participate in the Supplemental Nutrition Assistance Program if he or she is otherwise eligible." See SNAP 1621.3.1. This includes those aliens described in SNAP 1621.2.
2. Any alien who is CURRENTLY ADMITTED FOR PERMANENT RESIDENCE as defined in Section 101(a)(2) of the INA and who can be credited with 40 quarters of work (their own, a spouse's or a parent's). See SNAP 1621.3 for instructions on determining if the alien meets 40 quarters of work.

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3. Any qualified alien (as defined in SNAP 1621) who is a veteran of or is on active duty in the U.S. armed forces (e.g., has a military connection) OR any alien who is the spouse or dependent child of an individual with a military connection. See SNAP 1621.4 for additional information about aliens with a military connection
4. Any qualified alien who was lawfully present, as defined in SNAP 1621, in the United States on August 22, 1996, was age 65 or older on August 22, 1996 (i.e., were born on or before August 22, 1931) may participate in the Supplemental Nutrition Assistance Program for an unlimited time if he or she is otherwise eligible.
5. Any qualified alien who is under 18 years of age may participate in the Supplemental Nutrition Assistance Program if otherwise eligible until he or she turns 18. After the child turns 18, the child may continue to be eligible for SNAP benefits only if he or she meets another alien eligibility status such as having qualified alien status for five years. If the child will turn 18 during the household's upcoming certification period, the county office worker must take action to review the SNAP case prior to the month in which the child turns 18. If the worker cannot determine from the information in the case that the child meets another alien eligibility status, a request for contact (SNAP 12400) will be issued to the household. If the household does not respond to the request for contact or does not provide the information needed to determine the child's alien eligibility status, the case will not be closed. Instead, the child will be classified as an ineligible alien. (See SNAP 1621.6 for instructions on handling the income and resources of an ineligible alien. These instructions will also apply to the parent's income if the child is eligible but one or both of the parents are not eligible.)
6. Any qualified alien who is currently receiving one of the payments for blindness or disability listed in the Glossary, definition of "[Aged/Disabled Household](#)" may participate in the Supplemental Nutrition Assistance Program for an unlimited time if he or she is otherwise eligible.
7. Any American Indian born in Canada who possesses at least 50 per centum of blood of the American Indian race to whom the provisions of section 289 of the INA apply may participate in the Supplemental Nutrition Assistance Program for an unlimited time if he or she is otherwise eligible.
8. Any member of an Indian tribe as defined in section 4(e) of the Indian Self-Determination and Education Assistance Act when the tribe is recognized as eligible for the special programs and services provided by the U.S. to Indians because of their status as Indians. (*This provision covers Native Americans who are entitled to cross the United States border into Canada or Mexico. These Indian tribes include, among others, the St. Regis band of the Mohawk in New York State, the Micmac in Maine, the Abenaki in Vermont, and the Kickapoo in Texas.*)
9. Any individual who is lawfully residing (as defined below) in the United States and who was a member of a Hmong or Highland Laotian tribe at the time the tribe rendered assistance to United States personnel by taking part in a military or rescue operation

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during the Vietnam era beginning August 5, 1964 and ending May 7, 1975. The spouse or surviving spouse (if not remarried) and unmarried, dependent children (natural or legally adopted) of such an individual may also receive SNAP benefits if otherwise eligible. (This includes unmarried, dependent children under the age of 18, unmarried, dependent children between the ages of 18 and 22 who attend school full time, and unmarried, dependent disabled children age 18 and older so long as the child was disabled and dependent prior to his or her 18th birthday. It also includes the unmarried children of a deceased tribe member if the child meets one of the criteria stated above and was dependent on the tribe member at the time of his or her death.)

The following aliens are considered by the Department of Justice to be lawfully residing in the United States:

- A qualified alien.
- An alien who has been inspected and admitted to the United States and who has not violated the terms of the status under which he or she was admitted or to which he or she was changed after admission.
- An alien who has been paroled into the United States pursuant to section 212(d)(5) of the INA for less than one year.
- An alien currently in temporary resident status pursuant to section 210 or 245A of the INA.
- An alien currently under Temporary Protected Status pursuant to section 244A of the INA.
- A Cuban Haitian entrant as defined in section 202(b) Public Law 99-603, as amended.
- A Family Unity beneficiary pursuant to section 301 of Public Law 101-649, as amended.
- An alien currently in deferred action status pursuant to Service Operations Instructions at OI 242.1(a) (22).
- An alien who is the spouse or child of a United States Citizen whose visa application has been approved and who has a pending application for adjustment of status.
- An applicant for asylum under section 208(a) of the INA and applicants for withholding of deportation under section 243(h) of the INA who have been granted employment authorization and such applicants under the age of 14 who have had an application pending for at least 180 days.

1621.3.1 Participation after Five Years as Qualified Alien

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Any alien who has lived in the United States as a qualified alien for a period of five years or longer may participate in the Supplemental Nutrition Assistance Program if he or she is otherwise eligible. The Immigration and Naturalization Service (INS) has the sole responsibility

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for determining the status of an immigrant as a qualified alien. The five-year waiting period begins on the date the immigrant obtains status as a qualified alien through the INS.

Even though some refugees may be granted qualified alien status prior to entering the United States, the five-year waiting period will begin with the date of entry into the United States.

A legal permanent resident may have been admitted to the United States under another status that confers qualified alien status. In that case, the five-year waiting period began on the date the alien became a qualified alien.

When qualified alien status is granted retroactively, the retroactive time will count towards the five-year requirement.

If the documentation presented by the alien provides the date on which the alien was granted qualified alien status, this documentation may be used to verify that the alien has met the five-year waiting period. (See SNAP 1621.5 for instructions on using the SAVE system to authenticate the documentation.)

For battered aliens, the five-year waiting period begins when the prima facie case determination is issued or when the abused immigrant's INS I-30 visa petition is approved. The relevant date for eligibility is the date the immigrant obtained qualified alien status as an abused immigrant rather than the date of that individual's immigration status, such as that of an alien legally admitted for permanent residence (LPR).

1621.3.2 Aliens Who Have 40 Qualifying Quarters

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NOTE: Any alien legally admitted for permanent residence who has resided in the United States as a qualified alien for at least five years may participate in the Supplemental Nutrition Assistance Program without establishing that he or she has 40 qualifying quarters of work. See SNAP 1621.3.1.

Aliens legally admitted for permanent residence who can be credited with at least 40 qualifying quarters of work under Title II of the Social Security Act are not prohibited from receiving SNAP benefits if the household is otherwise eligible.

A qualifying quarter of work includes quarters worked by the alien, by a parent (natural, adoptive, or step) of an alien while the alien was under age 18, or by a spouse during a marriage if the alien remains married to the spouse or the spouse is deceased. (This does not include common-law marriages since such marriages are not recognized in Arkansas.) Quarters earned by a current spouse and one or more deceased spouses can be added together and credited. In the case of a divorce, the former spouse's quarters can no longer be credited. At the next

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household's next recertification, the alien's eligibility will be determined without crediting the alien with the former spouse's quarters of coverage.

If the alien lived with both parents, each parent's quarters will be counted individually. This means if both parents worked in the same quarter, this will count as two qualifying quarters of work. This also includes any quarters worked by a parent before a child was born or before the child entered the U.S. In the case of a natural or adoptive child, the child may be credited with the quarters even if the child is not living with the parent due to death, separation or divorce.

The stepparent/stepchild relationship will be severed by divorce but not by death. Therefore, at the first recertification following the divorce, the quarters credited to a stepchild by a stepparent will no longer be credited to the child.

Quarters of coverage earned by minor children cannot be credited to a parent. All quarters earned by a stepparent can be credited beginning with the quarter in which the marriage occurred if the marriage occurred before the alien turned 18 and did not end by divorce or annulment before the 40 quarters were credited. All quarters earned by an adoptive parent can be credited through the quarter the alien turns 18 if the adoption occurred before the alien turned 18. Quarters earned by a biological parent whose parental rights are lost as the result of an adoption of the child by another person are not creditable.

The Social Security Administration is the primary source of verification of qualifying quarters of work. An automated system has been developed to provide an array, by year beginning with 1937, of all qualifying quarters of work. The SSA automated system may be accessed via the SSA Query Screen (WQRY). The [SSA Quarters of Coverage History System Appendix](#) provides complete information about verifying qualifying quarters of work via the SSA automated system.

In some instances, there will be discrepancies between the information provided by SSA and the information provided by the alien. In other instances, the automated system will not provide verification of qualifying quarters of work. The [SSA Quarters of Coverage History System Appendix](#) also provides instructions for resolving discrepancies and for manual verification of qualifying quarters of work.

An alien may participate in the Supplemental Nutrition Assistance Program as an eligible household member for up to six months while SSA works to resolve a discrepancy between the information on their system and the information provided by the alien. However, when the county office is working with the alien to obtain verification of quarters of work not appearing on the system, the normal processing standards will apply. If the household does not provide the requested information by the specified deadline, the alien will be treated as an ineligible alien as per the policy in SNAP 1621.6.

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Any quarter during which the alien actually received Federal means-tested public benefits is not a qualifying quarter. Quarters worked by a parent or spouse are not qualifying quarters if the parent or spouse actually received Federal means-tested public benefits in that quarter. SNAP benefits are classified as Federal means-tested public benefits. The following benefits have also been officially determined to be Federal means - tested public benefits for the purposes of this provision: Supplemental Security Income (SSI), Medicaid and Temporary Assistance for Needy Families (TANF). In Arkansas, the TANF Program is the Transitional Employment Assistance (TEA) Program.

1621.3.3 Individuals with a Military Connection

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An alien with a military connection is one of the following:

1. Any alien on active duty in any branch of the U.S. armed forces.
2. Honorably discharged veterans of the U.S. armed forces who were discharged for reasons other than alienage and who have met the minimum active-duty service requirements of Section 5303(d) of Title 38, U.S.C. (These requirements are 24 months of service or service during the period for which the alien was called to duty.)
3. Military personnel who died in active military, naval or air service.
4. Individuals who served before July 1, 1946, in the organized military forces of the Government of Commonwealth of the Philippines while such forces were in the service of the Armed Forces of the U.S. or in the Philippine Scouts as described in 38 U.S.C. 107.
5. The spouse or unmarried dependent child of a member of the armed forces or an honorably discharged veteran of the armed forces. This includes the surviving spouse of a deceased, honorably discharged veteran or an individual who died while on active duty if the spouse has not remarried and the marriage meets the requirements of Section 1304 of Title 38 U.S.C.

The requirements of Section 1304 of Title 38 U.S.C. are:

- Married for at least one (1) year;
- Married before the end of a 15-year span following the end of the period of military service in which the fatal injury was incurred or aggravated; or
- Married for any period if a child was born of the marriage or was born before the marriage.

A dependent child must be the legally adopted or biological child of individual with military connection and must meet at least one (1) of the following criteria:

- Under the age of eighteen (18)
- Under the age of twenty-two (22) and a full-time student
- An unmarried, disabled adult child *

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** The child must have been dependent prior to his or her 18th birthday. Or, if the individual with the military connection is deceased, the child must have been dependent at the time of the individual's death.*

Aliens with a military connection that meet one (1) of the citizenship requirements in SNAP 1621.1 may participate in the Supplemental Nutrition Assistance Program for an unlimited period if otherwise eligible.

Aliens who are applying to participate in the Supplemental Nutrition Assistance Program based on military service must first provide documentation that he or she meets the citizenship requirements of SNAP 1621.1.

Any qualified alien who is currently serving in a branch of the U.S. armed forces must provide verification that he or she meets minimum active duty service requirements. Veterans must provide documentation (e.g., DD Form 214) showing the discharge was classified as an honorable discharge. A surviving spouse of a deceased veteran or an individual who died while on active duty must provide verification that the marriage lasted at least one (1) year.

1621.3.4 Eligibility of Victims of Severe Trafficking

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Under the Trafficking Victims Protection Act of 2003, the categories of non-citizens eligible to participate in the Supplemental Nutrition Assistance Program under the Trafficking Victims Protection Act of 2000 have been expanded to include the minor children, spouses, and in some case the parents and siblings of the victims of severe trafficking. Under the Trafficking Victims Protection Act of 2000, non-citizens classified as victims of severe trafficking are eligible to participate in the Supplemental Nutrition Assistance Program under the same provisions as refugees. (This means that trafficking victims may participate in the Program for up to seven years from the date of admission to the United States, if they are otherwise eligible. After a trafficking victim has lived in the United States as a qualified alien for five years, he or she may participate in the Program indefinitely if he or she is otherwise eligible.)

Victims of severe forms of trafficking are issued T visas. Eligible relatives of trafficking victims are issued non-immigrant visas designated as T-2, T-3, T-4, or T-5. These visas are collectively referred to as “derivative T visas.” If a trafficking victim is under 21 years of age on the date, he or she filed for a T visa, derivative T-visas are available for the victim’s spouse, children, and unmarried siblings under 18 years of age and parents. If the victim is age 21 or older on the date, he or she filed for a T visa, derivative T visas are available only for the victim’s spouse or children.

1621.6 Handling the Resources and Income of Ineligible Aliens

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The resources of ineligible aliens will be counted in their entirety when the household's eligibility is determined.

Households with an ineligible alien who is undocumented (i.e., unable or unwilling to verify immigration status), as described in SNAP 1620, must meet the gross income pretest to participate in SNAP. Determine the undocumented alien's gross countable income as instructed in SNAP 7500. If the household exceeds the income standard for their household size, deny the application. If the household meets the income standard for their household size, all but a pro rata share of the undocumented alien's income will be counted in the SNAP budget.

The gross income pretest does not apply to households with ineligible documented aliens. The income for ineligible aliens will be prorated across all household members including the ineligible aliens when determining the eligibility.

1621.7 Sponsored Aliens

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Most immigrants who enter the U.S. must have a sponsor – someone who signs an affidavit promising to provide enough financial support to maintain the immigrant at or above 125 percent of the Federal poverty line. (This will be 100 percent for active duty military.) Legal immigrants who enter the country under the provisions of immigration law other than the family-sponsored categories do not have sponsors whose income must be deemed into the SNAP budget. These categories include refugees and Asylee.

There are special procedures for some sponsored aliens under which a portion of the sponsor's income and resources are considered available to the alien. These are called deeming procedures. **The deeming requirements apply only to immigrants whose sponsor has signed a legally binding affidavit of support (Form I-864 or Form I-864A) on or after December 19, 1997.** Before December 19, 1997, affidavits of support were not legally binding meaning the sponsor could not be legally compelled to support the immigrant.

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Even some of those aliens whose sponsor has signed a legally binding affidavit of support are exempt from the deeming procedures. These sponsored aliens are listed below:

- Ineligible aliens.
- Aliens participating in the Supplemental Nutrition Assistance Program as a member of the sponsor's household.
- Aliens sponsored by an organization or group rather than an individual.
- Sponsored aliens who have 40 qualified quarters of work as per SNAP 1621.3.1.
- Indigent aliens (see SNAP 1621.7.2 for additional information).
- Battered aliens (see SNAP 1621.7.1 for additional information).
- Aliens under the age of 18 (see SNAP 1621.3).

At each initial application and at each application for recertification afterward, the sponsored alien must provide information about his/her sponsor.

Deeming, which is the attribution of the sponsor's income and resources to the alien, lasts until the alien becomes a naturalized citizen, can be credited with 40 qualifying quarters of work (SNAP 1621.3.1), meets one of the exceptions listed above in items 1-6, or the sponsor dies.

The eligibility worker may verify whether an immigrant has a sponsor who has signed a binding affidavit of support by submitting to INS the Document Verification Request and Supplement (INS Form G-845 and G-845 Supplement) and requesting completion of block #7 - Affidavit of Support. (See SNAP 1621.4 for the website where this form may be downloaded and the mailing address for INS.)

Pending receipt of this form from INS, the worker will not delay, deny, reduce, or terminate the individual's SNAP benefits if he or she is otherwise eligible.

1621.7.1 Citizenship Requirements for Sponsored Aliens

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Sponsored aliens must meet the citizenship requirements in SNAP 1621.1. If not, the sponsored alien is ineligible to participate in the Supplemental Nutrition Assistance Program and the deeming procedures will not apply. For sponsored aliens who meet the requirements in SNAP 1621.1 because they can be credited with 40 quarters of work, no deeming will apply. Sponsored aliens who meet the requirements in SNAP 1621.1 for other reasons, must meet the deeming procedures.

Deeming will be delayed for 12 calendar months for aliens who have been battered by a spouse, a parent, or another member of the household, if the battering is substantially connected to the need for benefits. This also applies to the alien child of a battered parent. (In other words, the alien had to leave the household where the battering occurred and, as a result, is in need of

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SNAP benefits.) After 12 calendar months, deeming of the sponsor's income and resources is permanently eliminated if the battery has been substantiated in a court or by the U.S. Citizenship and Immigration Services (USCIS) and the battery has substantial connection to the need for benefits.

These provisions do not apply if the battered alien lives with the batterer. If the battered alien does live with the batterer and is a sponsored alien, the sponsor's income and resources will be deemed.

1621.7.2 Indigent Aliens

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A sponsored alien is classified as an indigent alien if the sum of the sponsored alien's own income, the cash contributions of the sponsor and others, and the value of any in-kind assistance from the sponsor and others does not exceed the gross income limit for the alien's household size. See the current SNAP Basis of Issuance Tables for the gross income limit for the appropriate household size.

The eligibility worker must determine the amount of income and other assistance provided in the month of application. If the alien is indigent, the only amount that is to be deemed to the alien will be the amount actually provided by the sponsor to the alien. This limited deeming procedure will begin on the date of this determination and will end 12 months after the date of determination. Each indigence determination will be renewable for additional 12-month periods.

The county office must notify by memorandum the Office of Program Planning and Development, Supplemental Nutrition Assistance Program (SNAP) Section, Slot S335, of each such determination, including the names of the sponsor and the sponsored non-citizen involved.

1621.7.3 Battered Aliens

SNAP Manual 06/01/01

A battered alien is:

An alien who has been battered or subjected to extreme cruelty in the United States by a spouse or a parent or a member of the spouse's or parent's family residing in the same household as the alien at the time of the abuse, an alien whose child has been battered or subjected to battery or cruelty, or an alien child whose parent has been battered.

The sponsor's income and resources will not be deemed to battered aliens for 12 months after the county office worker determines that the battering is substantially connected to the

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household's need for SNAP benefits and that the alien does not live with the batterer. After 12 months, the sponsor's income and resources will not be deemed to the battered alien if:

- The battery is recognized by a court or the INS;
- The battery has a substantial connection to the need for benefits; and
- The alien does not live with the batterer.

1621.7.4 Deeming the Sponsor's Income

SNAP Manual 02/01/20

Deeming procedures are used to determine the amount of the sponsor's resources and income to be used in the SNAP budget of the sponsored alien's household. Deemed income and resources will continue to be used in the household's budget for the entire deeming period. The deeming period is three years from the alien's date of entry into the United States.

1621.7.5 Changes in Sponsors

SNAP Manual 02/01/20

If the alien changes sponsors during the certification period, he or she must report the change to the county office within ten (10) days and verify the following information regarding the new sponsor:

- a. Name, address, and telephone number; and
- b. Resources and income.

Within ten (10) days of the report, the alien's eligibility will be re-determined based upon the new sponsor's income and resources. If the action adversely affects the alien, a notice of adverse action must be issued at least ten (10) days before the effective date of action.

1621.7.6 Reporting Changes in Sponsor's Income

SNAP Manual 10/01/03

The sponsored alien must report to the county office the following changes in the sponsor's income within ten (10) days of the day the change becomes known:

- Change in employment.
- Loss of employment.
- Acceptance of new employment.

Semi-annual reporting households may report these changes on the first semi-annual report submitted after the change.

The deemed income must be recalculated to reflect these changes. If the reported change results in a decrease in benefits or case closure, a notice of adverse action must be issued. Verification of reported changes in the sponsor's income or spouse's income is required.

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1621.7.7 Verification from the Sponsor

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During the period that the alien is subject to deeming, the eligible sponsored alien is responsible for:

- Ensuring the cooperation of the sponsor.
- Providing to the DHS county office at the time of application and at the time of recertification with the information necessary to deem the sponsor's income and resources.
- Providing the names of the other aliens sponsored by the alien's sponsor. (*Other identifying information may also be requested if needed. If the information needed to identify other sponsored alien is not provided, all of the sponsor's income and resources will be deemed to the alien as instructed in SNAP 1621.7.4.*)

If the sponsored alien refuses to cooperate in providing information or verification, other adult members of the alien's household are responsible for providing such information or verification. If the other adult members of the household also refuse to cooperate, the application will be denied.

When the sponsored alien is cooperating but cannot obtain the needed information from the sponsor, the county office worker must assist by attempting to obtain the needed verification from the sponsor. This may include contacting the sponsor directly to request such information.

If the worker cannot determine the sponsor's income or resources due to lack of information or verification, the sponsored alien is ineligible, and the deemed income and resources of the sponsor will not be counted in the budget. However, a pro rata share of the alien's income and resources will be counted in the household's SNAP budget. See SNAP 1621.6.

If later in the certification period the household presents the necessary verification, the household's SNAP budget will be recalculated adding the sponsor's deemed income and substituting the full amount of the alien's income for the prorated amount. A *Notice of Action* will be issued if the case will be closed or the SNAP benefits will be reduced.

These actions will be taken within ten days of the day the required verification was provided by the alien.

If the ineligible alien is the only household member, the application will be denied. If the same sponsor is responsible for all the household members, the application will be denied.

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1621.7.8 Notices

SNAP Manual 02/01/20

Approval and denial notices to households containing sponsored aliens must be issued manually. Such notices will contain, in addition to all mandatory information, the amount of the sponsor's income and resources that has been deemed to the alien.

When an application for a household containing a sponsored alien is approved, a letter will be sent to the sponsor. Any letter drafted by the county must contain all information contained in this sample:

Sample

The household of _____ has been certified for participation in the Supplemental Nutrition Assistance Program. Eligibility in the program is based upon financial information provided by you or your spouse.

Please be advised that you or your spouse may be held liable for repayment of any overpayment of benefits resulting from incorrect information that you furnished.

1621.7.9 Incorrect Sponsor Information

SNAP Manual 06/15/98

DCO will hold both the sponsor and the alien liable for incorrect information resulting in an overpayment claim, unless the sponsor can prove to be without fault, or the sponsor had good cause. If the sponsor can show good cause for the incorrect information, the claim will be filed against the alien or the alien's household. If the sponsor is found to be at fault, the claim will be filed against the party most likely to repay. If that cannot be determined, the worker will file a claim against both the sponsor and the alien. If fraud is suspected, the case will be referred to the Fraud Unit for investigation.

Sponsors against whom a claim has been filed are entitled to an administrative hearing. See [SNAP 16310](#) for instructions on requesting a hearing.

1621.7.10 Sponsored Alien Reports/Reimbursement

SNAP Manual 02/01/20

Upon notification that a sponsored alien has received any benefit under any means-tested public benefit program, the appropriate agency shall request reimbursement by the sponsor in the amount of such assistance. For the purpose of this provision, the Supplemental Nutrition Assistance Program is considered to be a means-tested public benefit program. In order to comply with this requirement, the county office must report, by memorandum, the name of any

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participating sponsored alien and the name of the alien’s sponsor to the Office of Program Planning and Development, Supplemental Nutrition Assistance Program (SNAP) Section, Slot 1240.

Additionally, the State must report to the Attorney General any sponsored non-citizens found to be indigent under the provisions in SNAP 1621.7. Therefore, if the alien has been found indigent, this information should be included on the memorandum to the Supplemental Nutrition Assistance Program (SNAP) Section.

1622 Determining Eligibility of Students

SNAP Manual 02/01/20

In the Supplemental Nutrition Assistance Program, a household member who is enrolled in an institution of higher education or an institution of post-secondary education is considered to be a student. Some students are eligible to participate in the Supplemental Nutrition Assistance Program and others are not.

The following students may participate in the Supplemental Nutrition Assistance Program if otherwise eligible.

- People attending high school or high school equivalency courses.
- People enrolled part time or full time in recognized schools or training programs that are not institutions of higher education.
- People participating in an on-the-job training program. A person is only considered to be participating in on-the-job training during the period he or she is being trained by the employer. During the period the person is attending classes, he or she would have to be otherwise classified as an eligible student to participate in the Supplemental Nutrition Assistance Program.

The following students may participate in the Supplemental Nutrition Assistance Program if otherwise eligible even if they are attending institutions of higher education.

- People age 17 or younger
- People age 50 or older
- People who are physically or mentally disabled as defined in the Glossary, under [“Aged/Disabled”](#), or as verified by a statement from a physician or other health professional, or whose educational expenses are partially or fully covered by funds from Rehabilitative Services

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Other students who attend institutions of higher education may participate in the Supplemental Nutrition Assistance Program only if they meet at least one of the criteria in SNAP 1622.2 and are otherwise eligible.

Students who are not eligible to participate in the Supplemental Nutrition Assistance Program are excluded as household members. The rest of the student's household may participate in the Program if otherwise eligible. See SNAP 1622.9. If a household is composed solely of ineligible students, the application will be denied, or the case will be closed. SNAP 11300 contains general instructions for closing cases and providing notices. SNAP 3290 explains work registration for eligible students.

1622.1 Educational Institution

SNAP Manual 02/01/97

An institution of post-secondary education is any public or private educational institution that admits persons who are beyond the age of compulsory school attendance. The age of compulsory school attendance is set by the state in which the institution is located. Such institutions must be legally authorized or recognized by the state of location or must provide a program of training which prepares students for gainful employment.

A student is considered to be enrolled in an institution of higher education if he or she is enrolled in a regular curriculum at a college or university that offers degree programs regardless of whether a diploma is required. A college includes a junior, community, two-year, or four-year college or a university. A person who is attending a business, technical, trade or vocational school that normally requires a high school diploma or equivalency certificate for enrollment in the curriculum is also enrolled in an institution of higher education.

Business, trade, and vocational schools are considered institutions of higher education if they normally require a high school diploma or equivalency certificate for enrollment. In some of these schools, individuals may choose among several more courses that provide practical skills. Some of these courses do require a diploma or the equivalent to enroll while others do not. Those enrolled in a curriculum for which a diploma is required are considered to be enrolled in an institution of higher education.

“Normally requires” means a person is required to have a high school diploma or equivalency certificate, but if the person does not have either, he may be enrolled by passing a special entrance examination. If a high school diploma or equivalency certificate is only required prior to completion of course work, as opposed to required for enrollment, students are not considered to be attending an institution of higher education. In addition, programs designed to help a person pass the General Education Diploma (GED) test do not qualify the person as attending an institution of higher education.

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Enrollment in an educational institution begins with the first day of the school term. This is the day that classes actually begin. Enrollment will be considered to continue through normal periods of class attendance and also through periods of vacation and recess. Enrollment ends when the individual graduates, is expelled, withdraws from school, or states that he does not intend to register for the next normal school term, excluding summer school.

When it is necessary to determine half-time enrollment (see SNAP 1622.2), half-time enrollment will be defined by the educational institution where the student is enrolled.

1622.2 Applying the Student Criteria

SNAP Manual 02/01/20

Household members that are enrolled at least half time in an institution of higher education and who are at least age 18 but no older than age 50 and who are physically and mentally fit must meet at least one of the criteria listed in this section. If not, these members will be considered ineligible students.

Criteria 1: Employment

The student must be employed at least an average of 20 hours per week (not less than 80 hours per month) at any rate of pay and be paid for such employment. If self-employed, the student must actually work at least an average of 20 hours per week and must receive weekly earnings at least equal to the Federal minimum wage multiplied by 20 hours.

Criteria 2: Work Study

The student must be approved to participate in a state or federally financed work-study program.

The student must be approved for the work study program at the time of application even though he or she may not actually be working at that time. A student who is approved for work study at the time of application and anticipates starting a job later in the school year is an eligible student.

Eligible student status will begin the month in which the school term begins, or the month work study is approved, whichever is later. Once begun, the student's status as an eligible student continues until the end of the month in which the school term ends, or it becomes known the student has refused an assignment. A student who has stopped working during the school year because the work study funding has run out would continue to be classified as an eligible student.

Eligible student status will also be granted to full time students participating in the work incentive program under Title IV of the Social Security Act or its Successors.

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Criteria 3: Students with a Child under Age Six

The student must be responsible for the care of a dependent household member under the age of six. If there are two parents enrolled in school, the individual who provides the majority of the actual care of the child will be considered the eligible student.

If neither parent provides the majority of the actual care of the child, the eligible student will be the parent who provides the majority of financial support to the child. If neither majority of actual care nor majority of financial support can be determined, the household may choose the parent to be classified as an eligible student.

Criteria 4: Students With - Child Age Six or Over but Less Than Age 12

Eligible student status will be granted to any student who is responsible for the care of a child above the age of 5 but under age 12 when adequate child care is not available to enable the student to attend class and also to work at least 20 hours per week or to participate in a state or federal work study program. A household's statements about the availability of child care will be accepted.

Eligible student status will be granted to any full-time student enrolled in an institution of higher education if that student is single with the responsibility for the care of a dependent child under age 12 regardless of the availability of adequate child care. For the purpose of this provision, a single parent will be an unmarried or divorced parent of a child under age 12. This provision applies where only one natural, adoptive or stepparent, regardless of marital status, is in the same SNAP household as the child. For example, if one natural parent and a stepparent are living with the child, neither the natural parent nor the stepparent could qualify for the student exemption. A full-time student who is not living with a spouse may claim the single parent exemption if he or she has parental control of a child and no parent (natural, adoptive or step) lives with that child.

Criteria 5: Receiving TEA Benefits

The student must be receiving a TEA Benefit authorized by the Agency.

Criteria 6: Workforce Investment Opportunities Act (WIOA)

(The Jobs Partnership Training Act (JPTA) was replaced by the WIOA.)

Eligible student status will be granted to students assigned to or placed in an institution of higher education through or in compliance with the following:

- A program under the Workforce Investment Opportunities Act (WIOA)
- An Employment and Training (E&T) Program under the Food Stamp Act,
- A program under the Section 236 of the Trade Act of 1974, (the Trade Adjustment Assistance Program administered by ESD)

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- A program operated by a state or local government for the purpose of employment and training as determined to be appropriate by FNC.

1622.3 Educational Income

SNAP Manual 01/01/03

Educational income is financial assistance received by students from sources such as, but not limited to, the following sources.

- Programs authorized under title IV of the Higher Education Act.
- Programs authorized under the bureau of Indian Affairs (BIA) Student Assistance Programs.
- Programs authorized under the Carl D. Perkins Vocational Education Act.
- Workforce Investment Act (WIA)
- Scholarships or other grants funded through private and publicly funded education programs.
- VA educational assistance paid through the Montgomery GI Bill.

Educational income awarded to a person enrolled at a recognized institution of post-secondary education, a school for the handicapped, a vocational education program, or a GED program is excluded as income in the Supplemental Nutrition Assistance Program.

1622.9 Ineligible Students

SNAP Manual 02/01/20

When an individual is determined to be an ineligible student, that individual may not participate in the Supplemental Nutrition Assistance Program. Other members of the student's household may participate if they are otherwise eligible.

If the ineligible student is the only household member, the Supplemental Nutrition Assistance Program (SNAP) application will be denied.

If other household members are eligible, the student will be included when calculating total household members but will not be included when calculating total eligible members.

The ineligible student's resources (except for jointly owned resources) will not be considered available to the eligible household members. Resources owned jointly by ineligible students and eligible household members are considered available to the household in their entirety. See SNAP 4910.

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1622.10 Fleeing Felons

SNAP Manual 10/01/08

A fleeing felon is an individual who is avoiding prosecution or custody for a crime, or an attempt to commit a crime that is classified as a felony. This provision also applies to individuals who are violating a condition of probation or parole under a Federal or State law. Fleeing felon status is usually determined by the existence of a warrant, and the individual is assumed to be fleeing as of the date the warrant is issued.

If law enforcement is not actively seeking to apprehend the individual in Arkansas, an individual assumed to be fleeing due to the existence of a warrant is eligible to participate in the Supplemental Nutrition Assistance Program. Identification as a fleeing felon based on SOLQ or from a source other than the law enforcement agency the individual is fleeing from is not considered verified upon receipt. The county office must contact the appropriate law enforcement agency for verification of fleeing felon status. If contact cannot be made with law enforcement officials, the individual will retain eligibility to participate in the Supplemental Nutrition Assistance Program. The county office worker must document each attempt to contact law enforcement officials.

Fleeing felons and probation/parole violators are ineligible to participate in the Supplemental Nutrition Assistance Program during any period while the individual is fleeing to avoid prosecution or custody. The presence of a fleeing felon or probation/parole violator will not make the entire household ineligible. Anyone identified as a fleeing felon, or a probation/parole violator will be treated as an ineligible household member and his or her income and resources will continue to be shown in the SNAP budget. See SNAP 1623.2 for instructions.

1622.20 Disqualification for Certain Drug Manufacture or Distribution Felonies

SNAP Manual 02/01/18

~~DELETED 02/01/18~~

1623 Determining if a Household Member is to be Disqualified

SNAP Manual 02/01/18

The worker must determine if any household member is ineligible or is to be disqualified from participation in the Supplemental Nutrition Assistance Program for:

- Failing or refusing to provide a Social Security number (SNAP 2200)
- Failing to comply with the Supplemental Nutrition Assistance Program Requirement to Work (SNAP 3520-3530)
- Being found guilty of committing an intentional program violation (IPV)(SNAP 16600)
- Failing or refusing to comply with a Workfare Program requirement (SNAP 3760)

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- Being classified as a fleeing felon (SNAP 1610)
- Failure to cooperate with the Office of Child Support Enforcement (SNAP 1623.3)

1623.1 Disqualification for SSN and RTW Noncompliance

SNAP Manual 02/01/20

SNAP 3500 explains compliance with the Supplemental Nutrition Assistance Program Requirement to Work (RTW). Individuals who fail to comply with this requirement are disqualified unless they qualify for a personal exemption as explained in SNAP 3530.

See SNAP 2100 for an explanation of the Social Security number requirements and disqualification of household members who fail to comply with these requirements. Members who fail to comply with these requirements remain disqualified until they do comply.

1623.2 Disqualification for IPV, Work Registration, and Fleeing Felons

SNAP Manual 02/01/20

See SNAP 12110 for instructions on handling TEA or SSI case closures, suspensions, or reductions in TEA or SSI benefits when a household member intentionally failed to comply with a requirement of that program.

SNAP 1622.10 explains which household members are considered to be fleeing felons.

SNAP 3100 summarizes the work registration requirements. (This includes the Workfare Program requirements.) Individuals who fail or refuse to cooperate with the work registration requirements will be disqualified. (Work registration requirements do include Workfare Program requirements. It does not include E&T Program requirements because participation in the E&T Program is voluntary.)

SNAP 16800 covers the procedure for disqualifying a member who has committed an intentional program violation (IPV). An IPV disqualification may only be imposed after an administrative disqualification hearing, as the result of a decision of fraud by a court of law, or when the household signs a waiver.

SNAP benefits must not increase when one or more members are excluded due to:

- Classification as a fleeing felon as explained in SNAP 1622.10.
- Disqualification for a work registration violation as defined in SNAP 3401.
- Disqualification for failure or refusal to comply with a Workfare Program requirement as explained in SNAP 3760.
- Disqualification for an intentional program violation as explained in SNAP 16800.

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1623.3 Disqualification for Non-Cooperation with OCSE (Office of Child Support Enforcement)

SNAP Manual 02/01/20

Under state and federal law, cooperation with the Office of Child Support Enforcement (OCSE) is a condition of eligibility for SNAP benefits. Applicants for SNAP must cooperate with OCSE, unless it is determined that good cause for non-cooperation exists.

A Certified Eligibility Specialist will deny SNAP eligibility to a custodial parent or non-custodial parent of a child under the age of eighteen (18) if the individual does not cooperate with the OCSE, as described below:

Custodial Parents will be denied from receiving SNAP benefits if they fail to cooperate with the OCSE in establishing paternity of the child (if the child is born out of wedlock) and obtaining support for the child. The Agency must determine if the individual has good cause for the individual's refusal to cooperate by taking into consideration circumstances in which cooperation may be against the best interest of the child.

Non-Custodial Parents will be denied from receiving SNAP benefits if the determined *putative* or identified *noncustodial parent* refuses to cooperate in establishing paternity of a child (if the child is born out of wedlock) and providing support for the child by OCSE. If OCSE determines that the non-custodial parent is not cooperating in good faith, the Agency will determine whether non-cooperation constitutes a refusal or unwillingness to cooperate as opposed to an inability to cooperate. *Noncustodial parents* determined to have refused to cooperate are ineligible and the Agency does not have the ability to establish good cause. If the Agency determines that the non-custodial parent has refused to cooperate, then that individual shall be ineligible to participate.

1623.3.1 Child Support Cooperation Requirements

SNAP Manual 02/01/20

Cooperation with the OCSE by a **parent or guardian** is required when:

- The parent is applying for or receiving SNAP benefits,
- Paternity has not been established and the alleged father is not in the home,
- One or both parents are absent from the home, or
- Good cause for non-cooperation does not exist as determined by the agency.

Custodial Parent cooperation includes the following:

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- Providing complete information required to obtain child support (if information about the non-custodial parent is known by the individual but is withheld, the individual may face a possible penalty of perjury.
- Completing and signing affidavits attesting to paternity of the child; and
- Making court appearances and providing testimony in paternity hearings and support actions.

If both a legal and putative father exists, or the responsibility for support is not clear, the parent must provide the information on both the legal and putative father.

Pregnant women who are receiving SNAP benefits for themselves and other dependent children are required to cooperate with the agency unless they have good cause reasons not to cooperate.

Non-custodial Parent cooperation with the OCSE requires:

- Assisting the OCSE with establishing parentage
- Providing verification of income for new court orders, modifying existing orders
- Paying arrearages if there is an obligation that exists.

1623.3.2 Good Cause for Failure to Cooperate

SNAP Manual 02/01/20

Cooperation in establishing paternity or securing support may be contrary to the best interest of the family. In those situations, a custodial or non-custodial parent may have good cause for not cooperating.

The State Agency will determine good cause.

Good cause exists when cooperating with the State Child Support Agency would make it more difficult for the individual to escape domestic violence or unfairly penalize the individual who is or has been victimized by such violence, or the individual who is at risk of further domestic violence.

For purposes of this provision, the term “domestic violence” means the individual or child would be subject to physical acts that result in, or are threatened to result in, physical injury to the individual; sexual abuse; sexual activity involving a dependent child; being force as the caretaker relative of a dependent child to engage in nonconsensual sexual acts or activities; threats of, or attempts at physical or sexual abuse; mental abuse; or neglect or deprivation of medical care.

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The preceding is not meant to be an exhaustive list of “good cause” claims. Other claims of good cause shall also be considered by the State Agency.

Good cause claims must be corroborated with documentary evidence. Examples of corroborative evidence include, but are not limited to, police reports, court papers, medical records, other written documentation, and photos.

The State agency will make a good cause determination based on the corroborative evidence supplied by the individual only after it has examined the evidence and found that it actually verifies the good cause claim.

1623.3.3 Failure to Cooperate

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When the **parent**, including a **teen parent** refuses to provide information regarding the non-custodial parent of a child under the age of eighteen (18) residing in the home during the application or eligibility review, the eligibility worker must review child support cooperation requirements for the individual.

When the **non-custodial parent** refuses to provide information regarding establishing the paternity or providing support, the eligibility worker must review child support cooperation requirements for that individual.



Note: A Pregnant woman with no other deprived children is not subject to child support cooperation until the child’s birth.

When the parent, teen parent, or non-custodial parent has not cooperated per OCSE, the eligibility worker can deny SNAP benefits for the individual (adult or teen parent) subject to the child support cooperation if he or she does not express an intent to claim good cause or the intent to cooperate with the agency and authorize benefits for the other household members, if eligible.

1623.3.4 Disqualification for Failure to Cooperate

SNAP Manual 02/01/20

For households with an absent parent, the county office will disqualify a custodial parent from receiving SNAP benefits if he or she fails to cooperate with the OCSE and is unable to demonstrate good cause for failure to cooperate. For individuals subject to the requirement, cooperation includes opening a case against the absent parent and working with the agency to determine parentage (if necessary) and establish, modify, or enforce an order.

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When the custodial parent does not cooperate, a 10-day notice of adverse action will be sent informing them of their removal from the SNAP case for non-cooperation. The custodial parent will be removed from the SNAP case once the 10- day notice of adverse action has expired. If other eligible household members are in the SNAP case, only the custodial parent will be removed from the SNAP budget. The income, expenses and resources of the sanctioned individual will still be used for SNAP budgeting purposes.

For a non-custodial parent, the county office will disqualify a non-custodial parent from receiving SNAP benefits if they are determined to be refusing to cooperate with OCSE in establishing paternity (if necessary) or providing support. When the non-custodial parent does not cooperate, a 10-day notice of adverse action will be sent informing them of their removal from the SNAP case for non-cooperation. The non-custodial parent will be removed from the SNAP case once the 10- day notice of adverse action has expired. After a 10-day notice of adverse expires, the SNAP case will close unless the SNAP household contains other eligible household members. Only the non-custodial parent who is not complying will be removed. The income, expenses, and resources of the sanctioned individual will still be used for SNAP budgeting purposes.

1623.3.5 Ending Disqualifications

SNAP Manual 02/01/20

For the custodial parent, teen parent and non-custodial parent:

Eligibility staff must:

1. Remove the sanction when the Office of Child Support Enforcement has notified the county office that the individual complied.
2. Add the individual back into the SNAP budget (Must meet all other eligibility factors).
3. Not require an application unless the entire SNAP household is closed.

Remove OCSE imposed sanctions for non-cooperation with OCSE approval for the following:

1. When the last child subject to cooperation leaves the home.
2. When the last child subject to cooperation turns eighteen (18).
3. When the absent parent, based on established legal paternity, moves into the home.
4. When a non-custodial parent moves into the home and completes a form acknowledging paternity and county staff forwards the form to OCSE or to Vital Records.



Note: The effective date for adding the sanctioned individual is the first month following the date of compliance.

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1624 Determining if a Household Member is a Boarder

SNAP Manual 02/01/20

Boarders may not participate in the Supplemental Nutrition Assistance Program.

A boarder is defined as an individual or a group of individuals to whom a household furnishes lodging and meals for a reasonable monthly payment.

The following individuals may not be designated by a household as a boarder:

1. A spouse of a household member. See the Glossary for an explanation of a spouse.
2. Children age 21 and younger who are under the parental control of a household member. See the Glossary for an explanation of parental control.

Boarders must make a reasonable monthly payment. (See SNAP 1624.1 for determination of a reasonable monthly payment.) If a boarder does not make a reasonable monthly payment, he or she will be included as a household member and all of his or her income and resources will be counted in the SNAP budget. When the boarder is considered a household member, the actual boarder payment will not be shown as income. If the individual does make a reasonable monthly payment, the payment will be considered self-employment income. See SNAP 5621 for procedures on handling income from boarders.

The SNAP household may elect to include boarders as household members. If a boarder is added to the SNAP household, all of the boarder's income and resources will be counted in the budget. The boarder payment will not be counted as income.

1624.1 Reasonable Monthly Payment

SNAP Manual 02/01/20

A reasonable monthly payment for a boarder is either of the following:

1. An amount which equals or exceeds the maximum SNAP benefit amount for the boarder's household size if the boarder's household normally consumes more than two meals per day in the SNAP household; or
2. An amount which equals or exceeds two-thirds of the maximum SNAP benefit amount for the boarder's household size if the boarder normally consumes two or less meals per day in the SNAP household.

All arrangements for the monthly boarder payment to the SNAP household will be made between the boarder household and the SNAP household.

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1624.2 Boarding Houses

SNAP Manual 10/01/97

Residents of commercial boarding houses may not participate in the Supplemental Nutrition Assistance Program. For Program purposes, a commercial boarding house is an establishment that offers meals and lodging for compensation for the purpose of making a profit. The statement of the proprietor or owner will be sufficient to determine whether the establishment fits this definition. The number of boarders residing in such an establishment will not be a consideration. The household of the proprietor of a boarding house will be allowed to participate in the Supplemental Nutrition Assistance Program if that household meets all of the eligibility requirements. See SNAP 5620 for instructions on determining income from boarding houses.

1624.3 Verification

SNAP Manual 10/01/97

Income from boarders is considered self-employment income and must be verified. Normally, a note from each boarder household will be requested. The note must specify the amount the boarder household pays for room and board. If the amount of payment for room is distinguishable from the payment for meals, the note must specify the amount of each payment. The number of meals the boarder household eats per day must also appear in the note. The note must be dated and must contain the signature of a responsible member of the boarder household.

1630 Determining if the Declared Household Composition is Correct

SNAP Manual 02/01/20

Normally, a SNAP household is composed of an individual or a group of individuals. A description of several common household types appear below:

1. A household may be an individual who lives alone.
2. A household may be an individual who lives with others and customarily (more than 50% of the time) purchases food and prepares meals for home consumption separate and apart from the others. (See the restrictions in SNAP 1631.)
3. A household may be a group of individuals who live together and customarily purchase food and prepare meals together. This includes individuals whose work schedules allow them to be in the home only for short periods of time but who consider the home their primary residence and who are responsible household members. A responsible household member is a member such as a spouse who helps the household meet part or all of its expenses. Traveling salespeople, truck drivers, railroad employees, and offshore oil workers meet this condition even if these workers do not return to the

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home each night or on a regular weekly or biweekly basis. While these individuals may be out of the home a majority of the time, they are considered household members. The work schedule and not the profession will establish these individuals as household members. (There may be two or more groups of individuals who live in the same dwelling but participate in the program as separate households. There are restrictions to participation as a separate household. See SNAP 1631 below for those restrictions.)

4. A household may be a disabled, aged individual (age 60 or older) who is living with others but is unable to purchase and prepare meals due to a permanent disability such as, but not limited to, senility. This type of household may include the disabled individual and his or her spouse regardless of the physical condition or age of the spouse. All income of the individual and spouse will be counted in the SNAP budget. The income of all other members will be disregarded; however, the total gross non-excludable income of all other household members may not exceed 165% of the maximum income standard. If the income of all other household members exceeds 165% of the maximum net income standard, the disabled aged member's application for SNAP benefits will be denied.

1631 Restrictions to Participation as a Separate Household

SNAP Manual 10/01/97

An individual or a group of individuals may apply for SNAP benefits as a household separate and apart from the others with whom they share a dwelling. There are restrictions to such participation.

First, separate household status will not be granted under any circumstances to the spouse of a household member.

Second, the individual or group of individuals applying as a separate household must:

- a. Customarily (more than 50% of the time) purchase food and prepare meals separately from the others with whom they live; or
- b. Plan to purchase food and prepare meals separately when they receive their SNAP benefits if they currently lack the financial means to do so. (When a household states that they plan to begin purchasing food and preparing their meals separately, a written statement to this effect should be obtained from the household and placed in the case record as substantiation.)

1631.1 Relatives Participating as Separate Households

SNAP Manual 10/01/97

Unrelated or distantly related individuals (e.g. - friends, aunts, uncles, nieces, nephews or cousins) may participate as separate households as long as one of the individuals is not under

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the parental control of the other and the individuals do purchase their food and prepare their meals separately.

Children under the age of 22 who live with a natural, adoptive or stepparent must be included in the same household as the parent. This rule applies even if the child is married or has children.

Children age 17 or younger, other than foster children, who are under the parental control of an individual other than a natural, adoptive or stepparent must be included as member of that individual's household. This rule applies even if the child purchases and prepares his or her food separately. Children age 17 and younger who do not live with a parent or someone who acts as a parent may receive SNAP benefits in their own home.

Adult children age 22 and older who live with a natural, adoptive or stepparent can be a separate household if they purchase and prepare food separately. The adult child, their spouse or children (if any) must be certified as one household.

Siblings age 18 or older who live together without a parent can be separate households if they purchase and prepare food separately. If one sibling is age 18 or older and the other sibling is age 17 or younger, the siblings cannot be certified as separate households unless the younger sibling is emancipated. If either sibling has a spouse or children, the spouse or children must be included in the household.

See SNAP 1640 for instructions on foster children.

See SNAP 1630 for instructions on aged/disabled individuals who wish to participate as separate households.

1632.1 Separate Dwelling Claims

SNAP Manual 02/01/20

At times, parents and children who are not allowed to participate in the Supplemental Nutrition Assistance Program as separate households claim they live in separate dwellings that are closely situated or under the same roof. Each of these claims must be evaluated on a case by case basis.

If both households share common facilities such as the kitchen and living area, this is a good indication that the group should be certified as one (1) household. However, if each household lives in a separate structure, or has separate facilities within the same structure (i.e., an apartment or a duplex), then the households may be certified as separate households.

Such determinations may require collateral contacts with landlords or utility companies. A home visit may be indicated if collateral contacts are not available. See the Glossary definition of "[Verification](#)" for information on home visits as part of the application process.

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1633 Verification of Separate Household Status

SNAP Manual 10/01/97

Individuals who wish to participate in the Supplemental Nutrition Assistance Program in a household separate from others with whom they live are responsible for establishing that they are a separate household. The worker may require collateral contacts or a home visit if the household's claim is questionable.

Aged individuals who cannot purchase and prepare their own meals due to a disability (SNAP 1630) must verify the income of the other people with whom they live. Also, the individual must provide verification from a physician or a licensed or certified psychologist that he or she is not able to purchase and prepare their own meals if the disability is not obvious. Disabilities considered obvious must be fully documented in the case record.

1640 Foster Care

SNAP Manual 12/01/00

A child or an adult placed in a foster care facility by a Federal, State or local governmental foster care program cannot be required to be considered a member of a SNAP household. The household that provides the foster care may elect to consider the person in foster care to be a boarder or to include the person as a household member. See SNAP 5708 for additional information.

If the person in foster care is to be considered a boarder, the foster care payment will be excluded entirely. If the person is to be considered a household member, the entire payment will be counted as income.

This policy does not extend to adults placed in foster care either through for-profit or non-profit private agencies. The existing policies in SNAP 1624 or SNAP 1630 will apply to these individuals.

Children "taken in" by neighbors, friends or relatives without formal placement by a governmental agency will be considered household members if they meet other eligibility requirements.

1700 The Effect of Striking Members on Households

SNAP Manual 04/01/92

A strike is a concerted stoppage of work by employees. This includes stoppages caused by the expiration of a collective bargaining agreement. Strikes also include concerted slowdowns and the interruption of operations by employees. Households with striking members are not sanctioned. Nor are the striking members disqualified. However, there are special provisions that apply to these households. These provisions are listed below:

1. Households with striking members are not eligible for Supplemental Nutrition Assistance Program (SNAP) benefits unless they were eligible based upon the household's income as of the day before the strike began or they were participating in the Supplemental Nutrition Assistance Program the day before the strike began.
2. Households with striking members who are currently participating in the Supplemental Nutrition Assistance Program will not receive an increase in SNAP benefits as a result of the decrease in the income of striking members.
3. Strikers in eligible households who were exempt from work registration requirements the day prior to the strike solely due to employment must comply fully with all work registration requirements (including the E&T Program and Workfare) while on strike.

1710 Striker Status

SNAP Manual 04/01/92

Certain individuals are not considered strikers even though the plant or company where they are employed is the subject of a strike or walkout. These individuals are:

1. Employees whose workplace is closed by an employer in order to resist demands of the employees (e.g. - a lockout);
2. Employees who are unable to work as a result of striking employees - e.g. striking newspaper printers prevent the printing of the newspaper and consequently truck drivers cannot work because there are no newspapers to deliver;
3. Employees who are not part of the bargaining unit (union) but who do not want to cross the picket line because of fear of personal injury or death; and
4. Employees who were exempt from the work registration requirements the day prior to the strike for any reason other than employment.

1730 Determining Eligibility Based Upon Income

SNAP Manual 02/01/20

When a household with a striking member applies for SNAP benefits, the household's pre-strike income eligibility will be determined first. If the household's income was within the applicable

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gross and net limits as of the day before the strike, the household's current eligibility will be determined. A description of this process follows:

Step 1: Determine the household's pre-strike income eligibility by considering the day before the strike as the date of application and assuming the strike did not occur. All allowable deductions will be applied when determining net income. If the household was ineligible as of the day before the strike, the SNAP application will be denied. If the household was eligible as of the day before the strike, go to step 2 below.

Step 2: Determine the household's current eligibility by comparing the striking member's current income to his or her income as of the day before the strike. Add the higher of these two amounts to the current income of all non-striking household members. Allow all applicable deductions such as the earned income deduction. The household must meet the gross and (if applicable) net income limits for the appropriate household size.

1740 Verification/Documentation

SNAP Manual 12/01/98

The county office worker must verify and document the income of all household members from all sources. Both the pre-strike and current income of striking members must be verified.

All income (pre-strike and current) must be documented in sufficient detail to determine if the correct income was used in the budget. All calculations pertaining to pre-strike and (if applicable) current eligibility must appear and must be adequately labeled.

1800 Institutions

SNAP Manual 01/01/07

In the Supplemental Nutrition Assistance Program, an institution is an established organization that offers meals and lodging as a part of normal operation. Examples of institutions are schools and colleges with dormitories, prisons, and rehabilitation and treatment centers (including certain mental health centers), group living arrangements, shelters for the homeless, shelters for battered women, extended care hospitals and nursing homes.

An individual is a resident of an institution when an institution provides an individual with the majority (over 50% of three meals daily) of his or her meals as part of the institution's normal services.

Residents of institutions are not eligible to participate in the Supplemental Nutrition Assistance Program except as listed below:

1. Residents of federally subsidized housing for the elderly.
2. Narcotic addicts or alcoholics who reside at a facility, treatment center or certain mental health centers for the purpose of regular participation in a drug or alcoholism treatment and rehabilitation program.
3. Disabled (as defined in the Glossary definition of [Aged/Disabled Household](#)) residents of group living arrangements.
4. Women or women with their children who are temporarily residing in a shelter for battered women and children.
5. Residents of shelters for the homeless.

Shelters for the homeless include the following:

- a) Supervised shelters such as welfare hotels or congregate shelters
- b) Halfway houses or similar institutions that provide temporary accommodations for individuals as an alternative to institutionalization

Generally, residents of institutions are certified under the provisions that apply to all other households. Such residents are also entitled to the same rights (notices of adverse action, administrative hearings, restoration of lost benefits, etc.) as other SNAP households.

1810 Residents of Federally Subsidized Housing for the Elderly

SNAP Manual 01/01/07

There are no special provisions for the certification of residents of federally subsidized housing for the elderly. Housing residents may use SNAP benefits to purchase delivered meals or communally prepared meals. A resident may also purchase food and prepare their own meals if meal preparation facilities are available.

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1820 Residents of Drug Addiction or Alcoholism Treatment Centers

SNAP Manual 02/01/20

A treatment center is any such residential program conducted by a private non-profit organization or institution or a publicly operated community mental health center (under Part B of title XIX of the Public Service Act) to provide treatment that can lead to the rehabilitation of drug addicts or alcoholics.

In order for the residents of a drug addiction or alcoholism treatment center to be certified to receive SNAP benefits, the center must provide evidence that it is tax exempt and certified by the State agency responsible for the treatment and rehabilitation of drug addicts or alcoholics as:

- Receiving funding under part B of title XIX, or
- Eligible to receive funding under part B or title XIX if no funds are being received or
- Operating to further the purposes of part B or title XIX to provide treatment and rehabilitation of drug addicts or alcoholics.

Even if the treatment center does not meet one of these criteria but has been authorized by FNS as a retailer (can use the SNAP benefits to purchase food for residents), the residents may receive SNAP benefits.

See SNAP 981 for additional information.

Residents of treatment centers must apply and be certified for SNAP benefits through an authorized representative (AR) who is an employee of the treatment center. Each treatment center will designate in writing an employee to serve as an AR for SNAP purposes. The county will keep these designations on file and will update the files when a new AR is named by the center. If the center has multiple locations, each location must be reported to the DHS county office. Both the physical address and the mailing address of each location must be provided to the county office. (If the centers are located in different counties, this information should be provided to both DHS county offices.)

See SNAP 980 for the responsibilities of a treatment center serving as an AR.

1821 Processing Standards

SNAP Manual 12/01/98

All income and resources of treatment center residents must be reported, verified as mandated by policy, and counted when a SNAP budget is calculated. If a resident incurs a cost for a room at the center, the room cost may be allowed as a shelter cost. Medical costs are allowable as

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specified in SNAP 6500 if the household is aged or disabled. (See the Glossary definition of an aged/disabled household.)

Each initial application submitted by the treatment center will be evaluated for eligibility as described in SNAP 8100.

Expedited applications will be processed under the standards in SNAP 9400.

Changes in household circumstances will be processed by the standards that apply to all other households. See SNAP 11100 for information on the reporting requirements. See SNAP 12100 for instructions on processing reported changes.

Applications for re-certifications submitted by resident households must be processed using the standards that apply to all other households. See SNAP 10600 when processing timely re-certifications and SNAP 10700 when processing untimely re-certifications.

1821.1 Residents Currently Receiving Benefits

SNAP Manual 02/01/20

When an authorized representative becomes aware that a treatment center resident was receiving SNAP benefits when he or she entered the center, the authorized representative (AR) must contact the DHS county office report that this individual is receiving SNAP benefits. (Even if the resident is currently receiving SNAP benefits through a DHS county office in another county, the AR should contact the local DHS county office.) This report may take place via telephone, in person, or through the use of a *Change Report*. The report should occur within 10 days of the date that the AR becomes aware the resident is currently receiving SNAP benefits.

The AR must ask the resident if he or she is currently included in a household with other members prior to accessing the account. Under no circumstances should a treatment center AR access more than a resident's monthly benefit amount as explained in SNAP 981.5. (The AR may contact the county to confirm the resident's monthly benefit amount.) However, if a resident is currently certified with other household members, the treatment center AR must not access the resident's SNAP benefits. To do so may cause a hardship on remaining household members.

If a resident state he or she is not included in a household with other members but there is a large balance on the account, the treatment center must contact the DHS county office to confirm the information provided by the resident.

1821.2 State Agency Actions

SNAP Manual 02/01/20

If the treatment center is located in the county where the resident receives SNAP benefits, the DHS county office will determine whether the treatment center resident is the only household

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member. If the treatment center resident is the only household member, the SNAP case will be adjusted to reflect the household's current circumstances.

If the treatment center resident is certified to receive SNAP benefits in a county other than the county where the treatment center is located, the DHS county office where the center is located must notify the county where the resident is certified. If the resident is the only household member, the county office where the resident is certified must close the case and transfer it to the county where the center is located. Once the original case has been closed and transferred, any application submitted by the center may be processed.

If there are other household members, the worker will proceed as instructed in SNAP 12226, "Household Division." Once the original case has been closed and transferred or adjusted, any application submitted by the center for this resident may be processed.

1822 Household Composition

SNAP Manual 12/01/98

Normally, treatment center residents are one-person households. However, children who live with a parent in a treatment center may be included in the parent's SNAP case. Meals served to the children by the treatment center may be purchased with SNAP benefits.

1823 Work Registration

SNAP Manual 02/01/20

Treatment center residents undergoing treatment or rehabilitation for drug or alcohol abuse are not subject to the work registration requirements.

1824 Monthly Reports and On-Site Visits

SNAP Manual 02/01/20

Each treatment and rehabilitation center must maintain a *Daily Census Report*. A copy will be provided to the appropriate county office at the end of each month. Daily and monthly totals must be shown. If a treatment center has multiple locations, each location must maintain and submit Daily Census Reports.

County offices will make random on-site visits to each participating treatment and rehabilitation center located in that county. At least one such visit will be made each year. If a center has multiple locations, each site must be visited. The purpose of the visit will be to ensure the accuracy of the *Daily Census Report* by comparing it to the center's records. A *Record of On-Site Visit* will be used to document the on-site visit. The *Record of On-Site Visit* may be accessed via DHS SHARE.

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1825 When Residents of Treatment Centers Leave

SNAP Manual 12/01/98

A center may no longer act as an AR for a resident after the resident leaves the treatment center. See SNAP 981.4 for specific procedures.

1830 Residents of Group Living Arrangements

SNAP Manual 02/01/20

A group living arrangement is a public or private nonprofit residential setting serving no more than sixteen residents that is authorized by Food and Nutrition Services as an authorized retail store or certified by Developmental Disabilities Service (DDS) as a residence for disabled individuals. To be eligible for SNAP benefits, a resident of a group living arrangement must be disabled as defined in the Glossary, items 2-15 under “Aged/Disabled Households”.

A resident of a group living arrangements may apply and be certified as a one-person household through an authorized representative (AR) designated in writing by the group living arrangement. The resident may also apply and be certified on his or her own behalf if the group living arrangement has determined the resident is capable of handling the application process. Last, the resident may apply and be certified through an AR of his or her own choice as determined permissible by the group living arrangement.

An organization, institution, or group living arrangement that applies on behalf of each resident will receive and spend these SNAP benefits for food to be prepared by or served to the resident. An eligible resident may also be allowed to use all (or any portion) of the SNAP benefits on his or her own behalf.

A resident may use his or her SNAP benefits to purchase meals prepared by the facility and served either individually or communally; to purchase and prepare food for his or her own use; or to purchase meals prepared and served by members of the group living arrangement. If personalized meals are prepared and paid for with SNAP benefits, the group living arrangement must ensure that the resident’s SNAP benefits are used for meals intended for that resident.

1831 Processing Standards

SNAP Manual 12/01/98

Processing standards for group living arrangements are the same as for Drug Addiction and Alcoholism Treatment Centers. See SNAP 1821 for an explanation of these standards.

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1832 Household Composition

SNAP Manual 12/01/98

SNAP applications will be accepted for an individual applying as a one-person household or for any grouping of residents applying as a household. The household will make either through an AR or through direct application applications for groups of residents. *(Any group living residents who apply through the group living arrangement's AR must be certified as a one-person household.)*

1833 Work Registration

SNAP Manual 12/01/98

Residents of group living arrangements are not subject to work registration.

1834 When Residents of Group Living Arrangements Leave

SNAP Manual 12/01/98

A group living arrangement will no longer act as AR for a resident when the resident leaves the arrangement.

If the group living arrangement is acting as an AR for a resident when that resident leaves the facility, the group living arrangement will return the resident's EBT card to the resident. The resident, not the group living arrangement, will be entitled to any EBT benefits remaining in the account when the resident leaves.

If the resident leaves before the 16th day of the month, the resident is entitled to at least one-half the full monthly benefit amount. If the resident leaves after on or after the 16th day of the month and all the SNAP benefits have already been used on behalf of the resident, he or she will not be entitled to any additional benefits for the month.

1835 Reporting Changes

SNAP Manual 06/06/01

Any resident of a group living arrangements who has made application in his or her own behalf is responsible for reporting changes in his or her circumstances to the DHS county office. If the group living arrangement is acting in the capacity of an authorized representative, the responsible group living arrangement employee must notify the county office of changes in the household's income or other circumstances. This includes reporting if the resident leaves the group living arrangement.

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1836 Monthly Reports and On-Site Visits

SNAP Manual 02/01/20

Each group living arrangement must maintain a *Daily Census Report*. A copy will be provided to the appropriate county office at the end of each month. Daily and monthly totals must be shown. If a treatment center has multiple locations, each location must maintain and submit Daily Census Reports.

County offices will make random, periodic on-site visits to each participating group living arrangement located in that county. If a center has multiple locations, each site must be visited. The purpose of the visit will be to ensure the accuracy of the Daily Census Report by comparing it to the center's records. A *Record of On-Site Visit* will be used to document the on-site visit. The *Record of On-Site Visit* may be accessed via DHS SHARE.

1840 Residents of Shelters for Battered Women and Children

SNAP Manual 12/01/98

Only residents of shelters for battered women and children that meet the following definition may participate in the Supplemental Nutrition Assistance Program:

DEFINITION: A public or private non-profit residential facility that serves battered women and their children. If such a facility serves other individuals, a portion of the facility must be set aside on a long-term basis to serve only battered women.

The name of the shelter must be documented in the case record.

Shelters having FNS authorization to redeem SNAP benefits at wholesale operations will be considered as having met this definition and no further determination will be necessary.

1841 Certifying Residents of Shelters for Battered Women and Children

SNAP Manual 12/01/98

The resident may elect to make application for SNAP benefits or to have an AR of their choice apply on their behalf. If a resident's children live with the resident in a shelter, the children must be included in her SNAP household.

A shelter resident will be certified based solely upon his or her current income and allowable expenses without regard to the income and expenses of the former household. Room payment incurred at the shelter will be considered a shelter expense.

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Resources will be considered inaccessible to residents if the resources are jointly owned by the resident and members of the former household and the resident's access to the resources is dependent upon the agreement of the joint owner who still resides in the former household.

Shelter residents entitled to expedited service will be processed in accordance with the postponed verification procedures explained in SNAP 9441.1.

Shelter residents are subject to the work registration requirements unless otherwise exempt.

1841.1 Residents Who Have Already Participated in the Current Month

SNAP Manual 12/01/98

A resident of a shelter for battered women and children currently included in a SNAP household with the person who abused them may be allowed to apply for and (if determined eligible) receive additional SNAP benefits for the current month as a separate household.

Shelter residents may receive an additional issuance of benefits as a separate household only once a month.

In some instances, the shelter resident that applies for additional benefits was the head of the original household. In these instances, no additional benefits will be issued. Instead, the original EBT card will be voided, and a new EBT card and PIN will be issued as instructed in SNAP 14134.

1841.2 Action on Former Households

SNAP Manual 12/01/98

The worker must take prompt action to change the former household's SNAP benefit amount or to close the case if necessary. (The period of certification may not be shortened.) A notice of adverse action will be issued. The former household will be responsible for any over-issuance that occurs due to failure to timely report that the battered members have left the home.

See SNAP 12450 for information on case adjustments based on information made known to the Agency.

See SNAP 15400 for an explanation of handling over-issuances that occur due to changes that were reported untimely.

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1850 Homeless Households

SNAP Manual 12/01/98

A homeless individual is an individual who lacks a fixed and regular nighttime residence or an individual whose primary nighttime residence is one of the following:

1. A supervised shelter designed to provide temporary accommodation - e.g., a welfare hotel or a shelter for the homeless
2. A halfway house or a similar institution that provides temporary accommodations for individuals as an alternative to institutionalization
3. A temporary accommodation (lasting no longer than 90 days) in the residence of another individual
4. A place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings. Examples are a hallway, a bus station, a lobby or similar places

Households composed entirely of homeless individuals are considered to be homeless households.

Homeless households, including residents of temporary shelters for the homeless, may be certified to receive SNAP benefits if otherwise eligible. This is true even if the shelter does not participate in the program as a homeless meal provider. Homeless households are subject to all eligibility factors. See the summary of non-financial eligibility requirements in SNAP 7200. See the summary of financial eligibility requirements in SNAP 7210. Homeless households have the same rights as any other household. See SNAP 1330 for the procedures for verifying residency for homeless households.

Eligible homeless households may use SNAP benefits in the same manner as any other eligible household. See SNAP 120. However, eligible homeless households may also use SNAP benefits, on a voluntary basis, to purchase prepared meals from authorized homeless meal providers.

1851 Authorized Homeless Meal Providers

SNAP Manual 02/01/20

A homeless meal provider is an establishment that has been authorized by the Food and Nutrition Service (FNS) to accept SNAP benefits in payment for meals. A public or private, non-profit establishment which feeds homeless individuals may submit an *Application for Homeless Meal Provider Status* to the DHS County Office in the county where the establishment is located. Approved applications will be forwarded by DHS to FNS for the necessary authorization to accept SNAP benefits in payment for meals. See SNAP 1852.

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Homeless meal providers must abide by the following policies:

1. The meal provider must serve meals that include food purchased by the provider. Meal providers serving meals prepared wholly from donated foods will not be eligible for authorization.
2. Only homeless SNAP households will be permitted to use SNAP benefits to purchase meals prepared by the meal provider. The meal provider must establish the household's right to use SNAP benefits to purchase meals.
3. The use of SNAP benefits to purchase meals from the meal provider must be voluntary on the part of SNAP households.
4. SNAP households must continue to be given the option of using cash if the meal provider requires payment for a meal.
5. If others have the option of eating free or making a monetary donation, SNAP households must be given this same option - eat free or donate money or SNAP benefits.
6. The amount requested from SNAP households to purchase meals may not exceed the average cost of the food contained in a meal served by the meal provider. This refers to the direct cost of food used in preparation of meals. It does not include the value of food donated by USDA or private individuals or companies. Neither does it include the costs of transportation, storage or preparation of the food. Average costs will be determined by averaging allowable food costs over a period of up to one calendar month.
7. Meal providers will not be allowed to serve as authorized representatives. See SNAP 920.

1852 Disposition of Homeless Meal Provider Applications

SNAP Manual 02/01/20

Organizations interested in accepting SNAP benefits from the homeless in payment for prepared meals will be referred to the local county DHS office. The Program Eligibility Coordinator or designee will issue an *Application for Homeless Meal Provider Status* to the organization. The organization must complete this form and return it to the county office. After the form has been returned, the Program Eligibility Coordinator or a designee will visit the feeding site to determine that meals are being served to homeless households. A *Meal Provider Visit Record and Disposal* will be completed during the visit and routed according to the instructions on the form. Both the *Application for Homeless Meal Provider Status* and the *Meal Provider Visit Record and Disposal* are available on DHS-SHARE.

No organization will be authorized as a meal provider if:

1. The organization does not prepare and serve meals as part of normal service;

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2. The organization serves meals prepared wholly from food donated by U.S.D.A., private companies or individuals; or
3. None of the clientele served by the organization can be classified as homeless as defined in the Glossary under the definition of a "[Homeless Household](#)."

Denials of authorized meal provider status will be reviewed by the Manager of the SNAP Section prior to notification of the Center. When the DCO County Administrator determines that an organization should not be authorized as a meal provider, one copy of the Application for Homeless Meal Provider Status and all copies of the Meal Provider Visit Record and Disposal will be sent to the manager of the Supplemental Nutrition Assistance Program (SNAP) Section, Slot S335. If the manager agrees with the decision to deny authorization, he or she will sign the Meal Provider Visit Record and Disposal and return the original and two copies to the county. One copy will be retained in the SNAP Section.

If the manager does not agree with the denial, the Area Director will be contacted. The Area Director will make the final decision about the disposition of the application.

For approvals, both the original Application for Homeless Meal Provider Status and the original Meal Provider Visit Record and Disposal will be sent to the Supplemental Nutrition Assistance Program (SNAP) Section, Slot S335, and then forwarded by the SNAP Section to the U.S. Department of Agriculture, Food and Nutrition Service, Room 3313, Federal Building, Little Rock, AR 72201.

1900 Classifying Households

SNAP Manual 06/15/98

Households will be classified in accordance with the provisions of this section.

1910 Aged/Disabled Household

SNAP Manual 02/01/20

An aged/disabled household contains at least one member who is age 60 or over or is disabled as defined in the Glossary under "[Aged/Disabled](#)". The household member who is aged or disabled is entitled to a medical deduction as provided in SNAP 6500. Households with an aged/disabled member are entitled to unlimited excess shelter costs. They are not subject to the gross income pretest but must meet the net income standards. See SNAP 7600 for an explanation of net income eligibility.

1920 Categorically Eligible Household

SNAP Manual 6/01/18

A categorically eligible household is any household in which all members receive (or are authorized to receive) Supplemental Security Income (SSI) or at least one member receives (or is authorized to receive) a Transitional Employment Assistance (TEA) benefit as defined in SNAP 1920.2. "Authorized to receive" means that an individual has been determined eligible for benefits and has been notified of this determination even though the benefits have not yet been received. The fact that TEA or SSI benefits have been suspended, recouped, or are less than the minimum amount paid will have no impact on a determination of categorical eligibility.

No household may be classified as a categorically eligible household if:

1. The entire household is institutionalized, and the institution is not listed at SNAP 1800 as an institution where residents may participate in the Supplemental Nutrition Assistance Program.
OR
2. Any member of the household is disqualified for an intentional program violation as defined in [SNAP 16600](#) and SNAP 16800.

No household member will be included as an eligible member of a categorically eligible household if that member is:

- An eligible alien as defined in SNAP 1621.
- An eligible student as defined in SNAP 1622.2.
- Disqualified for failure to comply with a work registration requirement as defined in SNAP 3400.

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1920.1 Categorically Eligible Households-SSI Recipients

SNAP Manual 02/01/20

See SNAP 1920 for restrictions to classifying households as categorically eligible.

Unless otherwise restricted, a household will be classified as a categorically eligible household if all household members (eligible and ineligible) receive or are certified to receive SSI benefits.

1920.2 Categorically Eligible Households-TEA Recipients

SNAP Manual 02/01/20

See SNAP 1920 for restrictions to classifying households as categorically eligible. Unless otherwise restricted, a household will be classified as a categorically eligible household if at least one household member receives (or is authorized to receive) one of the following Transitional Employment Assistance (TEA) benefits:

- **Child-care assistance:** This is limited to child-care assistance paid to current TEA cash assistance recipients and child-care assistance paid to former TEA cash assistance recipients through extended support services. If a TEA case closes due to employment, the former TEA recipient can receive child care assistance through extended support services for up to 36 months after the date of closure.
- **TEA cash assistance:** These monthly payments are available to help meet the family's basic needs while the parent or other adult relative works toward increasing his or her earning potential. An eligible family may receive cash assistance for no longer than 24 months. TEA cash assistance is also available to help meet the needs of children who are being cared for by adult relatives other than a parent. Assistance to such relatives is available without regard to a specified time limit.
- **Mentoring services:** This service is designed to provide clients with the support needed to move from welfare to work. Mentoring services will be provided as long as it is deemed appropriate by the worker, coordinator and mentee. If the TEA case closes due to employment, these services may be provided for up to six months after the date of closure.
- **Diversion Assistance:** This is a one-time payment intended to help a family through a financial problem which jeopardizes employment which, if not solved, could result in the family coming on to regular on-going assistance.
- **Case management services and extended case management services:** Case management is the process of coordinating and brokering the multiple services needed to achieve progress towards self-sufficiency. Case Managers serve as a point of contact for the client and a point of accountability for the agency. Case management services will be provided to those individuals who need assistance before and after accepting employment. This service will be provided as long as the client is eligible. Extended case

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management may be provided for up to 12 months after cash assistance has been terminated due to employment.

- **Employment Bonus:** An Employment Bonus cash payment will be made to any family that becomes income ineligible due to employment or who requests the cash assistance case be closed due to employment. Only one Employment Bonus may be authorized to a family within a 12-month period.
- **Transportation assistance:** When a TEA case closes due to employment (by agency determination or at the family's request), the family is automatically eligible to receive two months of Extended Support Services (ESS) Transportation assistance. There is no limit to the number of times a family may receive ESS Transportation assistance.
- **Job retention payments:** When a TEA case closes due to employment, the family may receive, during the 12-month period following case closure, a cash payment for the purpose of enabling the adult to retain his or her job. The amount of payment will be the actual amount needed to resolve the job-related need.

This list is all-inclusive. Other benefits funded in whole or in part by TANF (TEA) funds will not confer categorical eligibility. This definition applies to a finding of eligibility by the county office. This means a household cannot be considered categorically eligible under these rules unless at least one household member made application to receive some type of TEA benefit provided through the DHS county office and was found eligible to receive such benefits.

1921 Financial Eligibility Factors

SNAP Manual 06/15/98

A categorically eligible household is not subject to the resource and income limitations of the Supplemental Nutrition Assistance Program. These households will be considered resource eligible without verification. With regard to income, these households have neither gross nor net income limits. The county office worker must verify the household's income.

1922 Non-financial Eligibility Factors

SNAP Manual 06/01/01

If an individual's status as a U.S. citizen or non-citizen national is questionable and was verified for another program, the county office worker will accept participation in that program as proof of citizenship.

Aliens who are otherwise ineligible for SNAP benefits are not made eligible for SNAP benefits because they receive SSI. The citizenship requirements supersede the categorical eligibility requirements of SNAP 1920.

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A categorically eligible household is considered as having met the social security number information, sponsored alien information and residency requirements for SNAP purposes.

1923 Impact of Categorical Eligibility

SNAP Manual 08/01/04

If all members receive or have been authorized to receive SSI benefits and the household is otherwise entitled to be categorically eligible per SNAP 1920, the household is assumed to have met the SNAP residency requirements, SSN requirements, resource limits and net income limits. All household members must meet the citizenship requirements of SNAP 1621.

If a household is classified as a categorically eligible household because at least one household member receives one of the TEA benefits listed in SNAP 1920.2, the household is assumed to have met the SNAP residency requirements, resource limits and net income limits. However, those household members that receive neither SSI nor TEA benefits must comply with the SNAP SSN requirements specified in SNAP 2200. All household members must meet the citizenship requirements of SNAP 1621.

1924 When to Classify Categorically Eligible Households

SNAP Manual 02/01/20

If all household members receive SSI, if all members receive TEA cash assistance, or if all members receive a combination of TEA cash assistance and SSI benefits, the case will be classified as a categorically eligible household immediately. Otherwise, the county office worker must determine if a household is categorical eligibility if:

- An application for SNAP benefits is about to be denied because the household has resources or income over the Supplemental Nutrition Assistance Program limits; or
- A SNAP case is about to be closed because the household has resources or income over the Supplemental Nutrition Assistance Program limit.

Any SNAP application denied, or any SNAP case closed due to excess resources or income must contain documentation that the household is not categorically eligible. To assist in the process of applying these rules to households with excess resources of income and documenting the result, a *Categorical Eligibility Test* will be used. (The Categorical Eligibility Test may be accessed through DHS SHARE.) A Categorical Eligibility Test must appear in all SNAP denials and closures if the basis of the denial is excess income or resources. Households with a pending TEA application that have been denied benefits due to excess income or resources will be issued a manual denial notice. The notice must state that if any household member begins receiving TEA benefits, the household may become categorically eligible and that the household may reapply for SNAP benefits.

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1925 Verification of Categorical Eligibility

SNAP Manual 0/01/20

For all households, the household's categorical eligibility status will be determined when the SNAP case is adjusted to remove the cash assistance payment amount unless these benefits are being recouped or suspended. If the household continues to be categorically eligible due to receipt of or authorization to receive non-cash TEA benefits through the DHS County Office, the SNAP case will not be closed due to excess resources or income. If the household is no longer categorically eligible, the case will be closed if the household's income or resources exceed Supplemental Nutrition Assistance Program limits.

For households receiving or authorized to receive non-cash TEA benefits through the DHS County Office (even if these benefits are being recouped or have been suspended), the household's categorical eligibility status will be reviewed when the semi-annual report is submitted. If the household is not subject to semi-annual reporting, categorical eligibility will end when the household stops receiving TEA benefits unless these benefits are being recouped or suspended. Each county should devise some method of monitoring categorically eligible cases so that ineligible households do not continue receiving SNAP benefits when categorical eligibility ends.

If questionable, the worker will verify that the household contains at least one (1) member who receives a TEA benefit authorized through the DHS County Office or contains only members who are SSI recipients. If questionable, the worker will also verify that the household meets the definition of a household as provided in SNAP 1630.

1930 Regular Households

SNAP Manual 06/15/98

Regular households are all households that meet neither the aged/disabled criteria nor the categorical eligibility criteria.

SNAP CERTIFICATION MANUAL – SECTION 2000

2100 Social Security Number Enumeration Requirement

2210 SSN Application Process (No SSN or SSN Not Known)

2100 Social Security Number Enumeration Requirement

SNAP Manual 05/01/08

To meet the Social Security enumeration requirement, each eligible person included in the Budget Unit must either:

- a) Declare a Social Security number or
- b) Apply for a Social Security number if one has not been issued or if one has been issued but is not known.

2200 Individuals who Declare an SSN

SNAP Manual 05/01/08

To declare an SSN, an individual must state the number. Verification is not required. When an individual declares an SSN, the eligibility worker will enter the SSN to the ANSWER system for verification through the IEVS system. (This verification process is described in [SNAP 2400](#).) The county office worker will not attempt to verify the SSN declared. However, if the household presents documentary evidence such as a social security card, a copy of the documentary evidence will be placed in the case record and used, if necessary, to clear any SSN discrepancies.

2210 SSN Application Process (No SSN or SSN Not Known)

SNAP Manual 05/01/08

a. Aliens and Individuals age 12 or over

An alien regardless of age and an individual age 12 or over must apply in person at the local Social Security Administration Office. The eligibility worker will issue an SS-5, *Application for a Social Security Card*, and a DCO-12, *Enumeration Referral*, along with the identifying information and pseudo-SSN to the applicant. The worker will not forward any evidence to SSA for the applicant unless SSA specifically requests such evidence. A photocopy of the SS-5 and DCO-12 will be retained in the county office until the DCO-12 is returned by SSA showing that a complete SSN application has been received.

An individual who has been issued a number but does not know it can obtain a replacement SSN card by completing an SS-5 and taking or mailing it to SSA.

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2200 Individuals who Declare an SSN

2210 SSN Application Process (No SSN or SSN Not Known)

If the DCO-12 is returned by SSA showing that a complete SSN application has not been received, the eligibility worker will send a *Notice of Action* (DCO-1) advising the applicant that he must submit a complete SSN application to SSA within 10 days or the Supplemental Nutrition Assistance Program (SNAP) application will be processed without that person's eligibility being considered.

b. Individuals under age 12

Form SSA-2853 (Receipt for Enumeration at Birth) will be accepted as proof of application for an SSN if an application for an SSN was made at the hospital when the baby was born. The eligibility worker will request the applicant to provide the SSA-2853, and make a photo copy for the case record. The county worker can accept this form as proof until the first recertification. At that time, if a card has not been received, or a number is not on the system, the worker will complete an SS-5 and DCO-12 to forward to the SSA office, as described below.

For other individuals under age 12 who must apply for an SSN, the eligibility worker must complete the SS-5 and DCO-12. The worker will inform the applicant what are acceptable types of evidence to verify date of birth, identity and U.S. citizenship as listed on the SS-5 application.

The original copies of evidence along with the SS-5 and DCO-12 will be submitted to the local Social Security Administration Office. A photocopy of the SS-5 and DC-12 should be retained in the county office until the DCO-12 is returned by the SSA office indicating that a complete SSN application has been received.

If the DCO-12 is returned by SSA indicating that additional information or evidence is required, the worker will obtain the additional evidence, if available to the worker, and resubmit the entire SSN application and DCO-12. If additional evidence is not available to the worker, a notice will be sent to the applicant requesting the information and advising that if not provided within 10 days, the application will be processed without the person's eligibility being considered.

c. Qualified Aliens not Authorized to Work in the US

SSA will not assign an SSN or a replacement card to an alien who does not have authorization of the Department of Homeland Security to work in the United States unless the alien has a valid non-work reason for needing an SSN. Meeting the eligibility requirements for SNAP benefits would be a valid reason for SSA to authorize an SSN. To

SNAP CERTIFICATION MANUAL – SECTION 2000

2200 Individuals who Declare an SSN

2220 Delay in SSN Requirement

assign an SSN in this situation, SSA requires documentation from DCO that the individual meets all eligibility requirements for SNAP except for an SSN. For these individuals, the county office must first determine that the individual meets all points of eligibility except for an SSN. If they are SNAP eligible, the county should complete the DCO-12, checking on the form that the non-work alien meets all eligibility requirements except for the SSN.

The county office will issue the DCO-12 and SS-5 to the applicant or responsible party, following the procedures above, regardless of the age of the qualified alien. SSA requires an interview for enumeration of all non-citizens.



NOTE: Counties should only refer eligibles to SSA. Non-eligible, non-work, alien parents applying only for their children should not be referred to SSA. They should be given a pseudo-SSN.

d. Undocumented Aliens

Undocumented aliens who are the case head or included in an open case as an ineligible member will be assigned a pseudo number even if an SSN is provided. This includes an undocumented pregnant woman.

More information regarding the procedures for applying for a SSN can be obtained through SSA's website: www.ssa.gov/ssnumber/ or by calling toll free at 1-800-772-1213, deaf or hard of hearing at 1-800-325-0778 from 7 a.m. to 7 p.m., Monday through Friday for specific questions.

2220 Delay in SSN Requirement

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1. When a household reports the birth of a child to a household member, a DHS county office worker must request that the household declare an SSN or apply for an SSN for the newborn child. If the newborn child has not yet received his or her SSN, a DHS county office worker must request that the household furnish proof that an application for an SSN has been completed for the child. A copy of the Receipt of Enumeration at Birth (SSA-2853), the form issued by the hospital when a parent applies for an SSN for a newborn child, will be sufficient verification of application for newborns. A *Newborn Infant Medicaid Coverage* (DCO-645) may also be used as proof of application for an SSN if the form indicates that application for an SSN was made. The county office worker

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2200 Individuals who Declare an SSN

2220 Delay in SSN Requirement

must complete the SS-5 when there is no declaration of an SSN or when an SSA-2853 OR a DCO-645 has not been provided for a newborn.

In some instances, the parents of a newborn child will not be able to declare an SSN or furnish birth proof for the newborn child. In these instances, compliance with the SSN requirement may be delayed until the household's next recertification or for up to six months from the month of birth, whichever is later. The purpose of this delay is to allow newborns to participate in the Supplemental Nutrition Assistance Program while the parents obtain an SSN for the child or obtain the birth proof needed to apply for an SSN.

Whenever compliance with the SSN requirement is postponed for a newborn child, the household must be issued a *Notice of Action* (DCO-1) to explain:

- That the household must either be able to furnish an SSN or birth proof for the child;
- The approximate date by which this information must be furnished; and
- That the child will be disqualified if this information is not furnished.

Households unable to comply with the SSN requirement for newborns within the time frames established in this policy section may be able to establish good cause as explained in [SNAP 2310](#).

2. Households entitled to expedited service as specified in [SNAP 9200](#) may delay compliance with the SSN requirement for the first month of certification. See [SNAP 9442](#) for an explanation.

SNAP CERTIFICATION MANUAL – SECTION 2000

2300 Failure to Comply

2310 Good Cause for Failure to Comply

2300 Failure to Comply

SNAP Manual 05/01/08

Any household member for whom the household declines to provide a social security number will be disqualified as instructed in [SNAP 1623.1](#). The county office worker will explain to the applicant when an SSN is being requested that refusal or failure to apply for an SSN without good cause will result in disqualification of the noncompliant member.

If a DHS county office worker determines that a household has refused or failed without good cause to declare an SSN, to apply for an SSN, or to provide the documents needed to complete and submit an application for an SSN (SS-5) for a household member, a sanction must be imposed. The sanction will be the disqualification of the individual for whom the SSN has not been provided. The earned or unearned income and resources of an individual disqualified from the household for failure to comply with the SSN requirement will be counted as household income and resources to the extent specified in [SNAP 1623.1](#).

2310 Good Cause for Failure to Comply

SNAP Manual 05/01/08

If, at application, the household can show good cause why an otherwise eligible household member failed to declare or to apply for an SSN in a timely manner, the member will be allowed to participate for one month in addition to the month of application. Good cause must be shown on a monthly basis in order for the household member to continue to participate until the SSN requirement is met.

Good cause applies when the Division of County Operations (DCO) or the Social Security Administration (SSA) fails to take action or takes an improper action. Good cause does not include delays due to illness, lack of transportation, or temporary absences. Good cause does include:

- Failure of DCO or SSA to complete an SS-5 even though all needed documentation has been supplied.
- Improper completion of an SS-5 by DCO.
- Loss of the SS-5 by DCO.
- Failure of DCO to submit the SS-5 to SSA.

When determining if good cause exists, the DHS county office worker must consider information from the household, DCO and SSA.

SNAP CERTIFICATION MANUAL – SECTION 2000

2400 Verification of Social Security Number by SSA

2320 Ending Disqualification

2320 Ending Disqualification

SNAP Manual 05/01/08

A household member disqualified for failure to declare or apply for an SSN becomes an eligible member upon compliance with the SSN requirement (see [SNAP 2400](#)).

2400 Verification of Social Security Number by SSA

SNAP Manual 05/01/08

Each month, all Social Security numbers that have been entered to ANSWER by the county office with enumeration code “Provided” are submitted to the Social Security Administration to verify SSN based on name, sex and date of birth. ANSWER will submit every unverified number and pseudo numbers on a monthly basis. If all match data agrees with SSA records, the enumeration code is changed to “Verified” in ANSWER by the system and the SSN is no longer keyable by the county. Once verified the enumeration code “S” will show on the Mainframe and ANSWER will show “Verified”.

If one or more of the match items does not agree with SSA records, the enumeration code will be changed on the Mainframe and ANSWER system to one of the following mismatched codes:

Mainframe	Answer
1	SSN not on SSA files
2	Name matches, DOB matches, Sex does not match
3	Name matches, DOB does not match
4	Name matches, DOB and Sex do not match
5	Name does not match, DOB and Sex not checked.
6	Name and DOB match, multi or different SSN

2410 SSN Mismatch Report

SNAP Manual 05/01/08

SSNs that have mismatched with SSA records will be reported via the SSN Mismatch Report on the ANSWER Reporting System. A mismatched SSN will continue to verify the number. The report will reflect the number of times a particular mismatched SSN has been submitted to SSA. This counter will appear in the “Counter” column of the Mismatch Report.

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2400 Verification of Social Security Number by SSA

2420 Resolving Mismatches

The report will be posted to the ANSWER Reporting System by the third workday of each month. The county staff must review and take action to resolve each mismatch on the report within 60 days of receipt. The ANSWER Narrative will be updated to reflect the action taken.

2420 Resolving Mismatches

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First check for obvious mismatches, (e.g. errors in keying the SSN, sex, name, or date of birth). Next, check SOLQ to determine if a correction can be made in ANSWER from the SSA data on SOLQ. If this process does not resolve the mismatch, follow the procedures listed below.

a. **SSN Not on SSA Files (Code 1)**

If the SSN submitted is not a pseudo number;

- (1) View the person's Social Security card.
- (2) If the number on the card is different from that shown on ANSWER, make the necessary corrections on ANSWER and change enumeration code to "provided". The SSN will then be resubmitted to SSA on the next SSN electronically transferred file.
- (3) If the number on the card is the same as shown in ANSWER, send a photocopy of the card with a memo via fax or email to ANSWER System Support, Office of Program Planning and Development (OPPD), fax # 682-1597. The memo should list the case head name, case number, member name, member SSN, the reason for the mismatch and any other pertinent information the county has obtained, e.g., contact with SSA. Narrate information in ANSWER. System Support will further investigate and advise the county of further action needed.



NOTE: Code 1 will continue to show for a newborn with a pseudo number until an SSN has been issued.

b. **Name matches, DOB matches, Sex does not match (Code 2); Date of Birth Mismatch (Code 3); Name matches, DOB and Sex do not match (Code 4)**

- (1) View a copy of the individual's birth certificate or other proof of age.
- (2) If date of birth and/or sex is different from that shown in ANSWER, make necessary corrections in ANSWER and change enumeration code to "Provided".
- (3) If date of birth and/or sex is the same as shown in ANSWER but different from what is shown in SOLQ, submit an SS-5 to SSA with the age documentation. A DCO-12 will also be sent with the SS-5. When SSA's records are corrected, an update will be

SNAP CERTIFICATION MANUAL – SECTION 2000

2400 Verification of Social Security Number by SSA

2420 Resolving Mismatches

received via the enumeration system and the enumeration code will be changed automatically to “S” on mainframe and “Verified” in ANSWER.

- (4) If all information is the same as shown in ANSWER, send a photocopy of the documents with a memo via fax or email to ANSWER System Support, Office of Program Planning and Development (OPPD), fax # 682-1597. The memo should list the case head name, case number, member name, member SSN, the reason for the mismatch and any other pertinent information the county has obtained, e.g., contact with SSA. Narrate information in ANSWER. System Support will further investigate and advise the county of further action needed.

c. Name Mismatch (Code 5)

- (1) View the person’s Social Security card.
- (2) If the name shown on the card is different from that shown in ANSWER and the person is in agreement, make the necessary corrections in ANSWER and change the enumeration code to “Provided”. If the person is not in agreement and it has been established that the person is the same, the preferred name will be used.

EXAMPLE 1: The name on the card is Mary Smith (married name). The name in ANSWER is Mary Jones. Ms. Jones agrees to change her name to Mary Smith. ANSWER is corrected and the enumeration code will be changed to “Provided”.

EXAMPLE 2: Mary Smith prefers to use her maiden name, Mary Jones, instead of her married name. The name in ANSWER is Mary Jones. Her name will not be changed to her married name. in ANSWER. Ms. Jones will be advised to contact SSA to change their records.

- (3) If the name shown on the card is incorrect, proof of the correct name should be obtained. An SS-5 with the documents verifying the correct name will then be sent to SSA to correct their records. A DCO-12 will be sent with the SS-5.

EXAMPLE 3: George Williams Martin is listed on the Social Security Card. However, the correct name is George Martin Williams as verified by the birth certificate.

- (4) If the name on the card agrees with the name in ANSWER, send a photocopy of the card with a memo via fax or email to ANSWER System Support, Office of Program Planning and Development (OPPD), fax # 501-682-1597. This memo should list the case head name, case number, member name, member SSN, the reason for the mismatch and any other pertinent information the county has obtained, e.g., contact with SSA. Narrate information in ANSWER. System Support will further investigate and advise the county of needed action.

SNAP CERTIFICATION MANUAL – SECTION 2000

2400 Verification of Social Security Number by SSA

2430 Household Cooperation in Clearing the Mismatch Report

d. **Name & DOB match, Multiple SSN's or different SSN (Code 6)**

The worker will review the SSNs provided and SOLQ to determine which number is correct. WESD may also be used if determined appropriate. If the applicant did not provide an SSN card, the worker will request a copy of it if needed to determine the correct number. ANSWER will be updated with the correct number.

e. **Pseudo SSN**

The System will update a pseudo if only one actual SSN is returned. If more than one is listed on the mismatch report, the worker will determine the correct number and update the number in ANSWER.

2430 Household Cooperation in Clearing the Mismatch Report

SNAP Manual 05/01/08

When declared SSN's are returned by SSA as unverified, it is often necessary for the household to furnish the information necessary to clear the Mismatch Monthly Report.

A request for contact must be issued by a DCO county worker to advise the recipient of the mismatch, what caused the problem (e.g., name is incorrect) and what information must be provided to resolve the problem. The recipient will be given 10 days to furnish the information. If the household does not furnish the needed information by the end of the designated 10-day period an advance notice of adverse action will be issued. The notice will specify that:

- The recipient has 10 days to furnish the information needed to clear the SSN mismatch;
- Failure to provide the information will result in terminating eligibility for the individual whose SSN has not been verified or closure of the case if applicable; and
- If there are problems in obtaining the needed material the recipient should contact the DCO county office at once.

If the recipient claims that the information needed to clear the mismatch report cannot be furnished, the DCO county worker must substantiate the inability to provide the needed information. For example, a household may claim it cannot verify a name change because official records were destroyed in a fire. The DCO county office worker would attempt to verify the occurrence of the fire because SSA records cannot be corrected without the missing documentation. If the county worker verifies that the recipient cannot provide the information needed to verify the SSN, the individual may continue to participate if otherwise eligible.

All actions taken by the county office to clear SSN mismatches must be fully documented in ANSWER.

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2400 Verification of Social Security Number by SSA

2440 Monitoring the SSN Mismatch Report

2440 Monitoring the SSN Mismatch Report

SNAP Manual 05/01/08

The DCO ES County Supervisor, or designee in the absence of an ES County Supervisor, will be responsible for monitoring the SSN mismatch report posted monthly for appropriate and timely processing. A random selection will be reviewed for compliance.

The Program Support Specialists will conduct a random review of cases listed on the SSN mismatch report monthly for compliance and provide a report to the Area Director.

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2500 Income and Eligibility Verification System

2510 Transmitting SSNs for IEVS

2500 Income and Eligibility Verification System

SNAP Manual 08/01/05

Through the Income and Eligibility Verification System (IEVS), the Supplemental Nutrition Assistance Program requests wage, unearned income, and benefit information from the Employment Security Department (ESD), and the Social Security Administration (SSA). The social security numbers (SSNs) of all applicant and recipient members, including excluded members, are used in the IEVS matching process.

Information obtained through IEVS is used to:

- Verify household eligibility;
- Determine if a household is receiving the correct amount of SNAP; and to
- Obtain information needed to conduct criminal or civil prosecutions based on improper receipt of SNAP.

2510 Transmitting SSNs for IEVS

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THIS SECTION OF POLICY WAS DELETED EFFECTIVE 08/01/05

2520 Transmitting SSNs to ESD

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THIS SECTION OF POLICY WAS DELETED EFFECTIVE 08/01/05

2530 Transmitting SSNs to SSA

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THIS SECTION OF POLICY WAS DELETED EFFECTIVE 08/01/05

2540 Transmitting SSNs to IRS

SNAP Manual 08/01/05

THIS SECTION OF POLICY WAS DELETED EFFECTIVE 08/01/05

SNAP CERTIFICATION MANUAL – SECTION 2000

2600 Using IEVS Information for Applicants

2610 Using IEVS Information for Recipients

2600 Using IEVS Information for Applicants

SNAP Manual 08/01/05

At the time of or before the application interview, a DHS county office worker (clerical worker, case manager, etc.) must inquire to the WESD screen for the following household members:

- Age 16 or 17 and not receiving disability benefits or enrolled in school full time
- Age 18 to 65 and not receiving disability benefits

A county office worker must print both the UI (unemployment insurance) history screen and the wage history screen for all these household members. The information contained on the UI screen is considered to be verified upon receipt. DHS county office workers may use this information to verify statements provided on the application and/or during the interview. If the household has not declared information found on the UI screen, a county office worker will resolve the discrepancy during the interview.

The information on the WAGE screen may be several months old and must be independently verified. If the information on the WAGE screen indicates that someone in the household may be working and income from employment was not reported on the application, a DHS county office worker must resolve the discrepancy. To resolve the discrepancy, the county office worker will ask the household if the household member is currently employed. If the response is “no”, the county office worker will determine why he or she is no longer employed. Verification will be requested if appropriate. If the response is “yes”, a county office worker will request verification of current earnings.

An overpayment will be prepared if the household did not report the employment at the last application and/or semi-annual report. See [SNAP 15400](#).

2610 Using IEVS Information for Recipients

SNAP Manual 08/01/05

At the time of or before the semi-annual report is processed, a DHS county office worker (clerical worker, case manager, etc.) must inquire to the WESD screen for at least the following household members:

- Age 16 or 17 and not receiving disability benefits or enrolled in school full time
- Age 18 to 65 and not receiving disability benefits

A county office worker must print both the UI (unemployment insurance) history screen and the wage history screen for these household members. The information contained on the UI screen

SNAP CERTIFICATION MANUAL – SECTION 2000

2600 Using IEVS Information for Applicants

2620 Using IEVS Information for Recipients

is considered as verified upon receipt. County office workers may use this information to verify statements provided on the semi-annual report. If the household has not declared information found on the UI screen, the county office worker will resolve the discrepancy before the semi-annual report is processed.

The information on the WAGE screen may be several months old and must be independently verified. If the information on the WAGE screen indicates that someone in the household may be working and the employment was not reported on the semi-annual report, the county office worker must resolve the discrepancy. To resolve the discrepancy, the county office worker will ask the household if the household member is currently employed. If the response is “no”, the county office worker will determine why he or she is no longer employed. Verification will be requested if appropriate. If the response is “yes”, the county office worker will request verification of current earnings

Selected IEVS reports will be generated on all occasional reporting households certified for 24 months or certified for 12 months but not subject to semi-annual reporting. The following IEVS reports will be generated:

- BENDEX Change
- New SSI Cases
- SSI Mismatch

When the SNAP budgets are recalculated for the annual social security cost of living adjustment (COLA) a mismatch report is generated. The mismatch report that involves SSI recipients also contains information considered verified upon receipt.

When an IEVS report is received, the county office will initiate and pursue action on this information within 45 days from the run date of each IEVS report. The information generated on IEVS reports is considered to be verified upon receipt. (If the household disputes the information provided on the IEVS report, see [SNAP 2620](#).)

The change reported on the IEVS report must be processed. If the change results in an increase in benefits, an adequate notice will be issued to the household. If the change results in a decrease in benefits, an advance notice of adverse action must be issued to the household.

2620 Using IEVS Information for Recipients

SNAP Manual 08/01/05

If the household disagrees with the information provided on the IEVS match, the DHS county office will submit a query to the SSA Query Screen (WQRY). If the information that returns on

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2600 Using IEVS Information for Applicants

2620 Using IEVS Information for Recipients

the SSA Query report disagrees with the information found on the IEVS match, the query report information will be used as verification of the household's current benefit.

The household will be notified of the information obtained in the SSA Query report. If this information results in case closure or benefit reduction, an advance notice of adverse action must be issued to the household. (See the Glossary definition of "[Notice of Action](#)" for additional information.)

Households that disagree with the information provided by SSA will be advised that they may provide independent verification of their SSA and/or SSI benefit amount. If the verification provided by the household verifies an amount other than the amount verified by the Query report, the county office will reinstate the household's benefits (if the case closed) or increase the household's benefits within 10 days of the date the verification was provided by the household.



NOTE: If the information provided by the household results in an additional decrease or case closure, another advance notice of adverse action must be issued to the household.

Benefits will be restored or supplemented if necessary to insure the household has no loss of benefits due to the problem with the information provided by SSA. See [SNAP 13000](#) for instructions on issuing supplemental and restored benefits.

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2700 IEVS Verification and Notification/Households Not Subject to Limited Reporting

2620 Using IEVS Information for Recipients

2700 IEVS Verification and Notification/Households Not Subject to Limited Reporting

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REPORT

Number	Report Title & Content								
FS-1946	BENDEX Change for SNAP Recipients As Of _____								
FS-1947	For Benefit Month _____ Case Head Name Case Number Category Member Name (member on WFSM) Member SSN SSA Claim Number (SSN under which member receives SSA benefits)								
Payment Code:	<table> <tr> <td>A</td> <td>Adjusted SSA benefit</td> </tr> <tr> <td>CP</td> <td>Current payment of SSA / member listed</td> </tr> <tr> <td>S</td> <td>Suspended SSA benefit</td> </tr> <tr> <td>T</td> <td>Terminated SSA benefit</td> </tr> </table>	A	Adjusted SSA benefit	CP	Current payment of SSA / member listed	S	Suspended SSA benefit	T	Terminated SSA benefit
A	Adjusted SSA benefit								
CP	Current payment of SSA / member listed								
S	Suspended SSA benefit								
T	Terminated SSA benefit								
	SSA Payment Amount FS SSA Amount								
FS-1933	New SSI Cases for SNAP Recipients As Of _____ For _____								
FS-1964	Benefit Month _____ Case Head Name Case Number Category Member Name Member SSN Date of SSI Eligibility SSI Amount Payment Status Code (C01 & M01 indicate that SSI is in current payment status) SSI Case Number (from WASM) Category (of SSI - see ACES Data Element Codes, Category) Lump Sum Amount (of SSI, if any)								

SNAP CERTIFICATION MANUAL – SECTION 2000

2700 IEVS Verification and Notification/Households Not Subject to Limited Reporting

2720 State Matches

REPORT

Number	Report Title & Content
FS-1932	SSI Mismatch Report for SNAP Recipients As Of _____
FS-1965	For Benefit Month _____ Case Head Name Case Number Category Member Name Member SSN ACES SSI Amount (ACES contains all SSI records and the ACES file will be interfaced with FS monthly to determine if FS and ACES SSI amounts agree. If they do not agree, a mismatch will occur and will be included on this report.)

2710.1 Verification Under the Computer Matching Act

SNAP Manual 08/01/05

This section of policy has been deleted effective 08/01/05.

2710.2 Notification Requirements Under the Computer Matching Act

SNAP Manual 08/01/05

This section of policy has been deleted effective 08/01/05.

2720 State Matches

SNAP Manual 08/01/05

THIS SECTION OF POLICY HAS BEEN DELETED EFFECTIVE 08/01/05.

SNAP CERTIFICATION MANUAL – SECTION 2000

2800 IEVS Reports for SNAP Applicants

2805 IEVS Recipient Reports and Pending Case Action File

2800 IEVS Reports for SNAP Applicants

SNAP MANUAL 08/01/05

THIS SECTION OF POLICY HAS BEEN DELETED EFFECTIVE 08/01/05.

2805 IEVS Recipient Reports and Pending Case Action File

SNAP MANUAL 08/01/05

THIS SECTION OF POLICY HAS BEEN DELETED EFFECTIVE 08/01/05.

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2900 IEVS Savings

2910 Savings for Denied Applications

2900 IEVS Savings

SNAP Manual 08/01/05

THIS SECTION OF POLICY HAS BEEN DELETED EFFECTIVE 08/01/05.

2910 Savings for Denied Applications

SNAP Manual 08/01/05

THIS SECTION OF POLICY HAS BEEN DELETED EFFECTIVE 08/01/05.

2920 Savings for Approved Applications, Case Changes, and Closures

SNAP Manual 08/01/05

THIS SECTION OF POLICY HAS BEEN DELETED EFFECTIVE 08/01/05.

SNAP CERTIFICATION MANUAL – SECTION 3000

OB3100 Work Registration Requirements – Summary

Voluntary Quit

3100 Work Registration Requirements – Summary

SNAP Manual 01/01/19

The Food and Nutrition Act of 2008 requires each household member ages 16-59, with specific exceptions, to meet certain work-related requirements. These requirements are prerequisites to eligibility and certification that cannot be waived. (See [SNAP 9443](#) for procedures on expedited applications.)

Work registrants must:

- Respond to any requests from an eligibility worker for information regarding employment status or availability for work.
- Accept a bona fide offer of suitable employment at a wage not less than the higher of the applicable state or federal minimum wage.
- Continue employment at a suitable job.
- Avoid reducing one's work effort to less than 30 hours per week.

See [SNAP 3400](#) for additional information.

Voluntary Quit

Any individual who is not otherwise exempt from the work registration requirements will be subject to sanction if he or she voluntarily quits a job without good cause or voluntarily reduces his or her work effort to less than 30 hours per week. See [SNAP 3401.1](#).

Requirement to Work (RTW)

Able Bodied Adult without Dependents or Able Bodied Adult eligibility is limited to any 3 months in a 3 year period of receiving benefits. Any individual subject to the Requirement to Work (RTW) will be ineligible to receive SNAP benefits if, during a 3 year period, he or she received SNAP benefits for at least three months while he or she did not work at least an average of 80 hours per month, or participate in and comply with a specified work program or was otherwise exempt. See [SNAP 3500](#).

The 3 month time limit does not apply to individuals who are: 1) 17 or younger; 2) 50 or older; 3) medically certified as physically or mentally incapacitated for employment; 4) responsible for a dependent child or residing in a SNAP household where a household member is age 17 or younger; 5) pregnant or 6) otherwise exempt from the work registration requirements.

SNAP CERTIFICATION MANUAL – SECTION 3000

1B3200 Who is Exempt from Work Registration

Voluntary Quit

Employment & Training Program

In certain locations the SNAP E&T Program is available to household members subject to the Requirement to Work. See [SNAP 3600](#).

Workfare Program

Certain non-exempt work registrants may perform public service activities as a condition of receiving SNAP benefits. See [SNAP 3700](#).

3200 Who is Exempt from Work Registration

SNAP Manual 01/01/17

Eligible household members are exempt from work registration if the household member is:

1. Under age 16 or age 60 or older.
2. Age 16 or 17 and living with a parent or attending a school or training program on at least a half-time basis.
3. Receiving TEA Cash Assistance.
4. Caring for a dependent child under age 6 or an incapacitated person.
5. Receiving unemployment benefits.
6. Currently participating in a treatment program for alcoholism or drug addiction.
7. Employed or self-employed on a full-time basis (30 hours or more).
8. A student enrolled at least half-time in any recognized school, training program, or institution of higher education.

A full explanation of each exemption appears below in [SNAP 3210-3290](#).

3210 Under 16 or 60 or Older

SNAP Manual 1/01/99

Household members younger than 16 years of age or 60 years of age or older are exempt from the work registration requirements.



NOTE: If a child reaches his 16th birthday within a certification period, he/she will be registered for work at the next scheduled recertification unless he or she qualifies for another exemption.

SNAP CERTIFICATION MANUAL – SECTION 3000

1B3200 Who is Exempt from Work Registration

Voluntary Quit

3220 Certain Household Members Aged 16 or 17

SNAP Manual 11/01/02

A household member who is age 16 or 17 is exempt from the work registration requirements if any of the following apply:

- Is living with a parent or a person who is acting as a parent;
- Is attending a high school or a school of higher education;
- Is enrolled in an employment training program on at least a half-time basis as determined by the school or training program;
- Is otherwise exempt – e.g. – individual living with a disability, or cares for a dependent child under age six, etc.

e **NOTE:** If a child who is exempt from the work registration requirement solely because he is living with a parent or a person who is acting as a parent reaches his 18th birthday within a certification period, he will be registered for work the month following his 18th birthday unless he qualifies for another exemption.

3230 Individual Aged 60 or older and/or Living with a Disability

SNAP Manual 01/01/17

Household members who are unable to work because of physical or mental incapacitation are exempt from the work registration requirements.

See the Glossary definition of “an Individual Aged 60 or older and/ or Individual Living with a Disability.” In addition to the individuals who meet the definition of Individual Living with a Disability found in the Glossary, the following individuals may be considered individuals Living with a Disability:

- Individuals receiving services through Arkansas Rehabilitation Services (ARS).
- Individuals receiving Worker’s Compensation or other “sick pay” type benefits.

When a member is not receiving disability benefits, the worker will determine if the member’s disability is obvious or if verification is required.

An obvious disability is one where the worker can easily determine that the individual is incapable of gainful employment. Individuals with obvious disabilities include, but are not limited to, individuals who are:

1. Recovering from major surgery within the last six weeks; or

SNAP CERTIFICATION MANUAL – SECTION 3000

1B3200 Who is Exempt from Work Registration

Voluntary Quit

2. Housebound or wheelchair bound.

When the disability is not obvious or an obvious disability is questionable, the household will be asked to furnish verification. Acceptable verification includes, but is not limited to:

1. A statement from a medical professional indicating the cause of disability and, if known, how long the disability is expected to last;
2. A decision by the Medical Review Team that the individual is currently living with a disability or
3. Collateral evidence (written or oral) that the individual receives services through Arkansas Rehabilitation Services.

Documentation should appear in the case record regarding:

- a. The nature of any disability which results in an exemption;
- b. The anticipated length of the disability; and
- c. The type of verification obtained if the exemption was verified.



NOTE: Services for an Individual Living with a Disability are available through Arkansas Rehabilitation Services (ARS). If appropriate, the worker may refer the Individual Living with a Disability to ARS through normal office procedures.

3240 Household Member Caring for Dependent Child Under 6 or Incapacitated Person

SNAP Manual 1/01/99

An adult household member who is responsible for the care of a dependent child under the age of 6 or is responsible for the care of an incapacitated person of any age is exempt from the work registration requirements. Exemptions for the care of an incapacitated person should be fully documented. Documentation must include the name of the person providing care and a description of the incapacitating condition.

If a child reaches his 6th birthday within a certification period, the household member responsible for the care of the child will be work registered during the next scheduled recertification or case action unless the member qualifies for another exemption.

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1B3200 Who is Exempt from Work Registration

Voluntary Quit

3250 Receiving TEA Cash Assistance

SNAP Manual 1/01/99

All able bodied adults (age 18 or older) who receive TEA Cash Assistance are required to work or participate in TEA Program work activities designed to lead to work. These individuals will be exempt from the SNAP work registration requirements due to compliance with TEA work requirements.

3260 Receiving Unemployment

SNAP Manual 01/01/17

Household members who are currently receiving unemployment insurance benefits are exempt from the work registration requirements. A household member who has applied for, but not yet begun to receive, unemployment insurance benefits is also exempt if he or she was required to register for work with the state's workforce agency, Department of Workforce Services (DWS), as a part of the unemployment insurance application process.

An applicant for unemployment would not be required by DWS to register for work when:

- He or she is job attached and laid off for less than 8 weeks; or
- He or she is a member of a trade union that assists members in finding employment.



NOTE: Verification of whether the individual was registered through DWS may be obtained from Department of Workforce Services. The worker will not contact DWS to determine if a household member is registered for work through DWS. This determination will be based upon correspondence (letters, forms, WESD through ARFinds, etc.) from DWS that is provided to the household member, or any other information available. In situations where there is no available information, the registrant's statement will be used. The case record will be documented accordingly.

If an individual who is exempt from work registration solely due to receipt of unemployment benefits fails or refuses to comply with DWS work requirements, a sanction may be imposed. See [SNAP 3414](#).

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1B3200 Who is Exempt from Work Registration

Voluntary Quit

3270 Addicts and Alcoholics

SNAP Manual 01/01/17

Household members who are currently participating in a drug addiction or alcoholism treatment and rehabilitation program on an in-patient or out-patient basis are exempt from the work registration requirements.

3280 Employed Persons and Self-Employed Persons

SNAP Manual 01/01/17

Household members who are employed and either working a minimum of 30 hours weekly (120 hours monthly), or receiving weekly earnings at least equal to the state or federal minimum wage, whichever is greater, multiplied by 30 are exempt from work registration requirements.

This exemption includes any migrant or seasonal farm worker who is under a contract or similar agreement with an employer or crew chief to begin employment within 30 days. A migrant or seasonal farm worker who does not have such an agreement and is not otherwise exempt will be registered for work.

The number of hours of employment may be verified from:

1. Wage stubs;
2. Employers; or
3. The current amount of verified income divided by 30.

A household member solely engaged in a hobby, volunteer work or another activity for which little or no payment is received is not considered gainfully employed regardless of the length of time spent in such activity.

A self-employed household member who works a minimum of 30 hours per week (120 hours monthly) or who receives weekly earnings at least equal to the federal minimum wage, multiplied by 30 hours is exempt from the work registration requirements. This exemption may be established through verification of the amount of earnings if the earnings are at least equal to the federal minimum wage, multiplied by 30 hours per week. If the income is not sufficient to conclude full time employment, the household must cooperate with the worker in establishing either that:

1. The gross income reported is at least sufficient to be considered gainful employment; or

SNAP CERTIFICATION MANUAL – SECTION 3000

1B3200 Who is Exempt from Work Registration

Voluntary Quit

2. The volume of work performed by the household member justifies the self-employment enterprise as a full-time job. For example, some farmers work more than 40 hours per week yet make no profit.

3290 Students

SNAP Manual 01/01/17

A student age 18 or older who is enrolled at least half-time as defined by the school in a high school or in a GED program is exempt from the work registration requirements. If a student is enrolled in an institution of post-secondary education at least half-time as defined by the school in [SNAP 1622.1](#) and the student is eligible to participate as per [SNAP 1622.3](#), the student is exempt from the work registration requirements. The exemption continues to apply through periods of school recess but is lost when the student graduates, drops out, is expelled, or otherwise terminates enrollment.

SNAP CERTIFICATION MANUAL – SECTION 3000

2B3300 Individuals to be Registered for Work

Voluntary Quit

3300 Individuals to be Registered for Work

SNAP Manual 01/01/17

All eligible household members who are not exempt for work registration will be registered for work.

3310 Work Registration at Case Actions

SNAP Manual 01/01/17

3310.1 Work Registration at Initial and/or Recertification Applications

SNAP Manual 01/01/17

All eligible, nonexempt household members are automatically work registered when the SNAP application form is signed. A household must be notified which members are subject to the work registration requirements. A *Notification of Work Registration* (DCO-260) must be issued to let the household know which members are subject to the work registration requirements.

The eligibility worker must work register household members for work when:

1. An eligible, nonexempt individual enters a household currently certified to participate in SNAP; or
2. An eligible household member in a participating household loses an exemption due to a change that must be reported as specified in [SNAP 11200](#).

3310.2 Work Registration at Reported Change

SNAP Manual 01/01/17

At the time of a reported change or semi-annual report, work registration must be completed for all nonexempt members who enter the household or for member who loses an exemption as a result of a reported change which is required to be reported per [SNAP 11200](#).

A *Notification of Work Registration* (DCO-260) must be completed when:

1. A nonexempt member enters the household; or
2. An eligible household member loses an exemption due to a reported change on the semi-annual report; or
3. A nonexempt member turned 16 since the last case action.

If the worker cannot determine based solely on information available on the change report or in the case record that the member must be work registered, the household will be contacted.

SNAP CERTIFICATION MANUAL – SECTION 3000

2B3300 Individuals to be Registered for Work

Voluntary Quit

If the needed information cannot be obtained by telephone, the household will be issued a request for contact using a *Notice of Action* (DCO-1). The request for contact will advise the household that if the information needed to complete the work registration is not provided, the non-compliant household member will be disqualified as per [SNAP 3412](#). See [SNAP 12400](#) for instructions on issuing a request for contact.

3310.3 Work Registration at Periodic Report and Annual Review

SNAP Manual 01/01/17

A. Semi-Annual Report

If the worker cannot determine if a member should be work registered based on the information on semi-annual report, the worker should attempt to contact the household by telephone to avoid a delay in form processing. If the needed information cannot be obtained by telephone, a *Notice of Required Verification* (DCO-218) will be issued to the household. The household must have at least 10 days to respond to the request for information. Therefore, the DCO-218 must be returned before the end of the report month or within 10 days, whichever is later. The eligibility worker must work register household members for work and a *Notification of Work Registration* (DCO-260) must be completed when:

1. An eligible, nonexempt individual enters a household currently certified to participate in the SNAP; or
2. An eligible household member in a participating household loses an exemption due to a change that must be reported as specified in [SNAP 11200](#).

If the household does not return the information requested on the DCO-218 within the specified time frames, the member will be disqualified per [SNAP 3412](#). An adequate notice will be issued to the household to advise the household of the effects of the disqualification.

Once work registration status has been determined, the worker will issue a DCO-260 to the household to advise who will be work registered.

B. Annual Review

A household composed entirely of members age 60 or older and/or individuals living with disabilities with minor dependent children age 15 or younger may also be assigned a 36-month certification period if no household member has earnings or a child support deduction.

SNAP CERTIFICATION MANUAL – SECTION 3000

2B3300 Individuals to be Registered for Work

Voluntary Quit

ë **Note:** If an individual who should be work registered is included in a household certified for 36-months then the certification period must be shortened per [SNAP11660](#). A *Notification of Work Registration* (DCO-260) must be completed and issued to the household.

3320 Work Registration Priority

SNAP Manual 01/01/19

Work registration exemptions will be assigned in the following order:

1. Age.
2. Physically or mentally incapacitated.
3. Care of a dependent child under age 6 or an incapacitated person.
4. In receipt of unemployment compensation.
5. Participating in a drug addiction or alcoholic treatment program.
6. Employed or self-employed full time (30 hours or more).
7. A student enrolled at least half-time in any recognized school, training program, or institution of higher education. (The student must meet the student eligibility requirements).
8. Receiving TEA Cash Assistance.

EXAMPLE: A household member is age 62 and/or living with a Disability. The work registration exemption assigned is for age.

EXAMPLE: A household member who is receiving TEA cash assistance has a dependent child age 2. The work registration exemption assigned is for dependent care.

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3B3400 Compliance with Work Registration

Voluntary Quit

3400 Compliance with Work Registration

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Work registrants must:

1. Respond to any request from a eligibility worker for information regarding employment status or availability for work;
2. Accept a bona fide offer of suitable employment at a wage not less than the higher of the applicable state or federal minimum wage.
3. Continue employment at a suitable job.
4. Avoid voluntarily reducing one's work effort to less than 30 hours per week (120 hours per month).

An individual who is exempt from work registration solely due to receipt of unemployment benefits (see [SNAP 3260](#)) and who fails to comply with comparable Department of Workforce Services (DWS) work registration requirements will be subject to sanction in the Supplemental Nutrition Assistance Program.

3401 Work Registration Violation

SNAP Manual 11/01/02

A work registration violation is:

1. Refusal, without good cause, to accept an offer of employment at a site or plant that is not subject to a strike or lockout at the time of the refusal at a wage not less than the applicable federal or state minimum wage; or
2. Refusal, without good cause, to provide sufficient information to allow a determination of employment status or job availability; or
3. Voluntarily and without good cause, reducing one's work effort to less than thirty hours per week; or
4. Voluntarily quitting a job without good cause within 30 days prior to the date of application or at any time while the individual who quit was participating in the Supplemental Nutrition Assistance Program.

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3B3400 Compliance with Work Registration

Voluntary Quit

3401.1 Special Instructions for Voluntary Quits

SNAP Manual 11/01/02

A voluntary quit is defined as the intentional departure of an employee from a suitable job without good cause. The voluntary quit provisions do not apply to changes in employment resulting from:

- Reducing hours of employment while working for the same employer;
- Resignations recognized by the employer as retirement;
- Termination of a self-employment enterprise; or
- Resigning at the demand of the employer.

3401.2 Verification of Voluntary Quit

SNAP Manual 11/01/02

When a loss of earned income is reported, the eligibility worker must verify the last date of employment and the last date of pay. Information provided by the household about the reasons for leaving employment must be verified if questionable.

The household has the primary responsibility for providing verification. However, in situations where it is difficult or impossible for the household to obtain the needed verification in a timely manner, the worker will provide assistance to the household. Acceptable sources of verification include the previous employer, employee associations, union representatives, grievance committees, or other organizations that represent employees who are aggrieved.

The worker may substitute collateral contacts as described in the Glossary under "[Collateral Contacts](#)" when documentary evidence cannot be obtained.

The household will not be denied access to the Program when the requested verification cannot be obtained due to the circumstances surrounding the quit. Examples of such situations are:

1. Resignation from employment as a result of discriminatory practices or sexual harassment;
2. Resignation due to unreasonable demands by an employer; or
3. Being unable to locate the employer.

The case record will be thoroughly documented to reflect all efforts by the household and the county office to obtain the needed verification.

SNAP CERTIFICATION MANUAL – SECTION 3000

3B3400 Compliance with Work Registration

Voluntary Quit

3410 Sanctions

SNAP Manual 01/01/19

The following sanctions will apply to all work registration violations including voluntary quits and intentional work reductions:

First Violation: The individual who failed to comply without good cause will be disqualified from receiving SNAP benefits for one (1) month or until he or she becomes exempt from the work registration requirements.

Second Violation: The individual who failed to comply without good cause will be disqualified for six (6) months or until he or she becomes exempt from the work registration requirements.

Third Violation: The individual who failed to comply without good cause will be disqualified for twelve (12) months or until he or she becomes exempt from the work registration requirements.

The household's benefits may not increase as the result of a disqualification for a work registration violation. See [SNAP 1623.2](#) for instructions on calculating a budget when there is a disqualified member. If all members are disqualified or if after sanctions are applied the household's income exceeds the maximum allowed for the eligible household members, the case will close.

3411 Good Cause

SNAP Manual 11/01/02

It is not possible to enumerate each individual situation that should or should not be considered good cause for a work registration violation. For this reason, the eligibility worker should consider all facts and circumstances including information provided by both the household and the employer when determining good cause. All facts and circumstances, including information submitted by the registrant involved and the employer, will be considered in determining good cause.

Good cause includes circumstances beyond the household member's control. Examples of good cause include but are not limited to:

- A household emergency,
- The unavailability of transportation,
- Lack of adequate child care for children between the ages of six and twelve, or
- Unsuitable employment.

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3B3400 Compliance with Work Registration

Voluntary Quit

Under no circumstances will a work registrant be required to accept or be penalized for failure to accept or continue employment that is determined unsuitable. The case record must contain documentation of the reason the employment was determined unsuitable.

Employment will be considered unsuitable if:

1. The wages are less than the highest of:
 - The applicable Federal minimum wage ; or
 - The applicable State minimum wage ; or
 - 80% of the Federal minimum wage if neither the Federal nor State minimum wage is applicable.
2. The employment offered is on a piece-rate basis and the hourly yield the employee can reasonably be expected to earn is less than the applicable hourly wages specified above.
3. The registrant, either to be hired or to continue employment, is required to join, resign from, or refrain from joining any legitimate labor organization. This applies to situations where the prospective employer specifically prohibits membership, and also to situations where the registrant will not be able to retain his union membership if a nonunion job is accepted. A union member can be required to accept full-time, nonunion employment if he or she will not be dropped from the union rolls as a result or if he or she voluntarily drops his or her union membership.
4. The employment offer is located at a site subject to a strike or a lockout at the time of the offer. This does not apply when the strike has been enjoined under S208 of the Labor Management Relations Act (29 U.S.C. 78, commonly known as the Taft Hartly Act), or when an injunction has been issued under Section 10 of the Railway Labor Act (45 U.S.C. 160).

Any other employment offered to a particular registrant will be considered suitable unless a registrant can demonstrate or the local office otherwise becomes aware that:

- The degree of risk to health and safety is unreasonable;
- The registrant is physically or mentally incapacitated (as established by documentary medical evidence or other documented and reliable information) to perform the employment;
- Employment offered within the first 30 days of registration is not in the registrant's major field of employment;
- The working hours or nature of employment interferes with the member's religious observances, convictions, or beliefs - e.g. a Sabbatarian could refuse to work on the Sabbath; or

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3B3400 Compliance with Work Registration

Voluntary Quit

- The distance between the registrant's residence and the place of employment is unreasonable considering the expected wage and the time and cost of commuting. In any case, employment will not be considered suitable if daily commuting time exceeds two hours per day not including the transportation of a child to and from a child care facility. Employment is also considered unsuitable if the distance from the registrant's residence is not within reasonable walking distance and neither public nor private transportation is available.

When evaluating a voluntary quit, good cause may also be:

1. Acceptance of any bona fide offer of employment that subsequently fails to materialize.
2. Resignation of a household member when another household member accepts an offer of employment resulting in a need for the household to relocate.
3. Enrollment at least halftime in any recognized school, training program, or institution of higher education.
4. Any resignation recognized by the employer as retirement.
5. Discrimination by the employer based on age, race, sex, color, handicap, religious beliefs, national origin, or political beliefs.
6. Work demands or conditions that render continued employment unreasonable such as, but not limited to, working without being paid on schedule.
7. Employment that becomes unsuitable, as defined above, after the acceptance of such employment.
8. Leaving a job in connection with a pattern of employment where a worker frequently moves from one employer to another – e.g., migrant farm labor or construction work.

There will be situations not specifically mentioned where the worker feels that there was good cause for a voluntary quit. In such situations the county office will seek a policy interpretation through the normal chain of command. All such situations will be documented in the case record.

3412 Applying Sanctions

SNAP Manual 1/01/99

When an eligible household member fails to comply with a work registration requirement while the household was participating in SNAP, the eligibility worker will complete the following steps.

- Step 1:** Determine if the household member is still subject to the work registration requirements. Use [SNAP 3200](#) - [3300](#). If no, document in the case record.

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3B3400 Compliance with Work Registration

Voluntary Quit

Document any verification obtained if verification of the exemption is necessary. Take no additional action. No sanction will be applied. If yes, go to Step 2.

Step 2: Determine if the member had good cause for failure to comply. If yes, document the good cause in the case record. Take no additional action. No sanction will be applied. If no, then good cause exists. See [SNAP 1623.2](#).

3413 Applying Sanctions at Voluntary Quit or Reduction of Work Hours

SNAP Manual 01/01/19

Whenever a loss of earned income is reported at initial application, reapplication, reported change, or on a semi-annual report the worker must determine if sanctions are to be applied. Sanctions may be applicable when a household member voluntarily quits a job within 30 days of the date of application or at any time while the individual is participating in the program.

NOTE: A federal, state or local government employee dismissed from a job as the result of a strike is considered to have voluntarily quit the job without good cause. Sanctions may be applicable when a household member voluntarily reduces his or her work effort to less than 30 hours per week.

Sanctions are also applicable when a voluntary quit or voluntary reduction in work hours occurs but is not reported in a timely fashion. This includes, but is not limited to the following instances:

- A voluntary quit or reduction in work hours occurs 30 days or less before the date of application, is not reported at application and is discovered after application approval.
- A voluntary quit or reduction in work hours occurs after the date of the application interview and is reported after the approval notice is issued.
- A voluntary quit or reduction in work hours occurs while the household is participating but is not reported in a timely fashion.

The following steps must be completed to determine if a voluntary quit has occurred and a sanction should be applied.

Step 1: Determine if the employment involved 30 hours or more per week or provided weekly earnings equivalent to the Federal minimum wage multiplied by 30 hours. If yes, go to step 2. If no, the household will not be sanctioned.

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Step 2: Determine if the member who quit is between the ages of 16 and 60. If this member is less than age 16 or age 60 or older, a sanction will not be applied. If this member is between the ages of 16 and 59, go to step 3.

Step 3: Determine if the member who quit or reduced work hours is subject to the work registration requirements. Use [SNAP 3200 - 3290](#). If this member was exempt from the requirements at the time the quit occurred (excluding the exemption for employment) or is presently exempt, no sanction will be applied. If the member who quit is subject to work registration, go to step 4.

Step 4: Determine if the quit or reduction in hours was for good cause. Use [SNAP 3411](#). If yes, the member will not be sanctioned. If no, the member will be sanctioned. See [SNAP 3420](#) for the applicable sanction.

The sanction will apply only to the individual or individuals who failed or refused to comply. Only if all individuals are sanctioned will the worker close the household's SNAP case. To sanction an individual household member, the worker must recalculate the household's budget as instructed in [SNAP 1623.2](#).

3414 Applying Sanctions for Failure to Comply with DWS

SNAP Manual 06/01/05



NOTE: This policy will not apply in situations where DWS benefits are denied or suspended because a household member's employment was terminated by the employer. This policy will apply when a household member has failed or refused to meet a DWS requirement such as, but not limited to, failure to complete the mandatory job search.

When a worker becomes aware that entitlement to unemployment checks has been denied or terminated or that TEA cash assistance has been reduced or terminated, the following steps will be taken:

Step 1: Determine if the member was exempt solely due to receipt of unemployment benefits or TEA cash assistance. If the member is otherwise exempt from the work registration requirements, no action will be taken. (For example, a member responsible for the care of a dependent child age 4 fails to comply with a TEA work requirement. Since the member is exempt under the dependent care provisions, no sanction will be applied to the SNAP household.) If not, go to step 2.

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Step 2: If the member was exempt solely due to receipt of unemployment benefits or TEA cash assistance, determine if the registrant had good cause for failure to comply. (See [SNAP 3411](#) for an explanation of good cause.) If the member had good cause for failure to comply, no action will be taken. If not, go to Step 3.

Step 3: If the member did not have good cause, sanction the member. See [SNAP 1623.2](#).

3420 When to Impose a Sanction

SNAP Manual 10/01/03

At application, the sanction will be imposed effective with the month of application regardless of whether the application is approved. For a participating household, a notice of adverse action must be issued to the household prior to the imposition of a sanction. See [SNAP 3430](#). Unless the household is in the last month of certification and has not been recertified, the sanction will be imposed beginning the month following the month in which the notice of adverse action expired.

EXAMPLE: A household is certified for July through December. On August 16, the eligibility worker becomes aware of a voluntary quit. On August 23, the worker issues a ten-day advance notice of adverse action expiring on September 2. The disqualification period will be October, November and December.

If a household is subject to semi-annual reporting (SR), and is in the sixth month of the certification period, the sanction will be imposed beginning the following month if possible. If the semi-annual report has been received but not processed when the worker learns of the noncompliance, the semi-annual report will not be processed until the ten-day period has lapsed. If the semi-annual report has already been processed, an advance notice of adverse action must be issued. The sanction will be imposed beginning the month following the month in which the notice of adverse action expired.

If the household is in the last month of certification and an application for recertification has not been approved, the sanction will be imposed for the first month of the certification period. This is true even when the household has not submitted an application for recertification.

EXAMPLE: A household is certified for July and August. On August 28, the worker becomes aware of a voluntary quit. On August 31, the worker approves the household's application for recertification but disqualifies the noncompliant member for the months of September, October and November. A manually issued *Notice of Action* (DCO-1) is used so the household may be advised of the disqualification.

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3430 Notices

SNAP Manual 01/01/19

A notice must be issued to the household within 10 days of establishing that any participating household member failed or refused to comply with a work registration requirement without good cause,

The notice must be sent at least ten days before the effective date of the imposition of the sanction unless the household is in the last month of certification. If the household is in the last month of certification, the timing of the notice will depend on the case's status.

If the household has submitted an application for recertification that has already been approved, a ten-day advance notice of adverse action must be sent. If the household has submitted an application for recertification that has not yet been approved, the sanction will be imposed before action is taken on the application and a *Notice of Action* (DCO-1) manually issued to explain the effects of the sanction. Even if no application has been submitted, a DCO-1 must be issued to the household to explain the sanction period and the effects of the sanction.

If the household is composed entirely of noncompliant members, the notice will specify:

1. That the entire household is being sanctioned;
2. Why the household is being sanctioned;
3. When the sanction will be imposed;
4. The months to be included in the sanction; and
5. Any action which the household may take to avoid the sanction. (See [SNAP 3441](#).)

If only the individual who failed to comply is to be sanctioned, the notice will specify:

1. That only one member is being sanctioned;
2. Why this member is being sanctioned;
3. How this sanction will affect the household's SNAP benefit amount (See [SNAP 1623.2](#));
4. When the sanction will be imposed;
5. The months to be included in the sanction; and
6. Any actions which the member may take to avoid the sanction.

3440 Avoiding or Ending a Sanction

SNAP Manual 01/01/19

A disqualification due to failure to comply with a work registration requirement may be avoided or ended if the individual becomes exempt from work registration. A list of actions that cause

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disqualification is shown below. Also shown is the action which the individual may take to avoid the disqualification.

3441 Ending a Sanction When Household Composition Changes

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See [SNAP 3520](#) for an explanation of the sanctions imposed for a work registration violation.

If a sanctioned member leaves a household, the member's income and/or resources will be dropped from the original household's SNAP budget. The member who refused or failed to comply continues to be sanctioned. If he or she joins another household, he or she will remain sanctioned for any months remaining in the original sanction period. See [SNAP 1622.2](#) for instructions on handling the income and resources of ineligible household members.

3442 Reestablishing Eligibility

SNAP Manual 01/01/19

After the sanction has ended, eligibility may be re-established. A sanctioned household member may be permitted to resume participation effective the month following the last month of the sanction if otherwise eligible. A sanctioned individual may be permitted to resume participation during the sanctioned period (if otherwise eligible) by becoming exempt from work requirements.

At the beginning of the last month of the sanction, the worker will issue a DCO-1 to the household. The household will be advised to contact the worker to clarify the sanctioned member's current status and/or to be work registered before the member can be re-added. If the requested information is not provided by the last day of the last month of the sanctioned period, the member will not be re-added. The worker will shorten the household's certification period as instructed in [SNAP 11341](#).

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3500 The SNAP Requirement to Work (RTW)

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Unless exempt, Able Bodied Adults Without Dependents, or able bodied adults, are ineligible to receive SNAP benefits if, during a designated 3 year period, they received SNAP benefits for at least three months (consecutive or otherwise) while they did not:

- Work at least 20 hours per week (or an average of 80 hours a month); or
- Participate in and comply with a Workforce Investment Opportunities Act (WIOA) Program (see Note 1 below); or
- Participate in a SNAP Employment and Training (E&T) Program 20 hours per week (or an average of 80 hours a month unless the individual is assigned to Work Experience (see Note 2 below); or
- Participate in an Employment and Training Program, other than a job search or job search training program, operated or supervised by the State or political subdivision of the State that meets standards approved by the Governor. The program may contain job search or job search training as a subsidiary component as long as such component is less than half the requirement; or
- Participate in and comply with a Workfare Program (see Note 2 below); or
- Participate at least half-time (as defined by the program) in a recognized refugee training program approved, funded, or operated by the Office of Refugee Resettlement (ORR) under section 236 of the Trade Adjustment Act of 1974.



NOTE 1: WIOA is a qualifying component for an Able Bodied Adult, therefore if the individual is participating in any WIOA component, he or she is considered to meet the RTW.



NOTE 2: For E&T Work Experience and Workfare Programs, the household's obligation of work hours required to meet the RTW will be calculated by dividing the household's authorized monthly SNAP benefit amount (before recoupment) by the current state or federal minimum wage, whichever is greater. Fractions are rounded down

EXAMPLE: The household receives \$194 monthly SNAP benefits.

$$194 \div \$8.50(\mathbf{2017\ State\ Minimum\ Wage}) = 22.82$$

The individual needs 23 hours **per month** to meet the RTW rather than 80.

An individual who is self-employed and actually works at this enterprise for an average of 80 hours per month or more, meets the RTW. There is no requirement that the self-employment

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enterprise show a profit. The decision of whether an individual is self-employed will be made on a case by case basis. See [SNAP 5516](#) for general explanation of what a self-employment enterprise is. When an individual declares that he or she is self-employed but maintains no records of his or her income and expense, the eligibility worker may ask for some type of collateral verification. For example, if an individual claims to be self-employed collecting and selling cans, the household may be asked to furnish a collateral contact from the company or person who buys the cans.

The definition for working in order to meet RTW means:

- Work in exchange for money or
- Work in exchange for foods or services or
- Unpaid work, verified under the standards established by the State agency and or
- Any combination of the above.

An individual who is employed by a company or another individual must be compensated although there is no minimum wage amount the individual must earn. An individual who receives in-kind benefits for work is considered to be compensated.

EXAMPLE: An individual works 20 hours each week in a coin laundry. In return, the individual is allowed to live in an apartment above the laundry free of charge. This person meets the RTW.

Anyone who is currently employed by a company or an individual and who annually works at least 80 hours per month has complied with RTW. This includes people whose work is seasonal, those who cannot work due to extended periods of bad weather and school employees who do not work in the summer or other periods of school vacation.

3501 Waivers

SNAP Manual 01/01/17

The state of Arkansas is currently not under a waiver and RTW applies as of January 1, 2016. The Department of Agriculture, Food and Nutrition Service, may grant permission for the states to waive the SNAP (RTW) in certain areas where the current unemployment rate is higher than 10 percent.

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3502 RTW Exemptions

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3502.1 Exemptions from RTW

The following individuals are exempt from the RTW:

1. Anyone age 17 or younger.
2. Anyone age 50 or older.
3. Anyone Medically certified as physically or mentally incapacitated for employment.

This includes any individual who:

- Meets the definition of an individual aged 60 or older and/ or living with a disability as provided in the Glossary definition of Individual aged 60 or older and/ or living with a disability; or



Note: Homeless individuals may be considered to be mentally incapacitated for work if they meet the definition of homeless as outlined in the Glossary at Appendix B.

- Receives services through Arkansas Rehabilitative Services; or
 - Receives Worker's Compensation or sick pay benefits; or
 - Was found to be disabled through a decision of the Medical Review Team (MRT); or
 - Provides a statement from a physician, licensed psychologist or other licensed healthcare provider indicating the cause of the disability and anticipated duration of the disability. A statement that does not provide the anticipated duration of disability may be accepted but will be valid no longer than four months.
4. If there is a dependent child under age 18 residing in the SNAP household with the able bodied adult then all adults are exempt. Parental control has nothing to do with this exemption. Just the fact that there is a minor in the SNAP household exempts all adults in RTW (Requirement to Work).
 5. Is pregnant. This exemption covers all trimesters of pregnancy. If the pregnancy is not obvious, verification may be requested from a medical professional such as a physician, a certified nurse midwife or an employee of the Health Department.
 6. Is otherwise exempt from work registration as outlined at SNAP 3200

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The *Work Registration and Requirement to Work (RTW) Exemptions Checklist Tool* should be utilized to make exemption determinations. This is located in the on-line SNAP policy in the SNAP Toolkit.

3502.2 15 Percent Exemptions

SNAP Manual 01/01/17

FNS provides for each state agency to be allotted exemptions equal to 15 percent of the State's caseload that is ineligible for program benefits because of the able bodied adult RTW time limit. These exemptions allow the State agency to extend SNAP eligibility to able bodied adults who would otherwise be ineligible because of the 3 in 3 year time limit. Each 15 percent exemption extends eligibility to 1 able bodied adult for 1 month.

States do not earn exemptions in areas that are covered by the time limit waivers. FNS considers a State's time limit waiver status as of approximately July 1 of each year when allotting annual exemptions.

DHS is required to track the number of personal exemptions used since these exemptions must be reported quarterly from the Division of County Operations via the FNS-583 form. Exemptions do not expire and State agencies can carry over unused exemptions from year to year. The FNS national office provides data annually on the number of exemptions each State has used and the new exemptions earned by each state agency during the year.

The decision to exempt an individual from the RTW must be documented in the case record. Personal RTW exemptions must be tracked for submission of quarterly reports to FNS. The report must include the total number of exemptions granted, the name, and SSN of the individual granted the exemption.

3502.3 Assignment of 15 Percent Personal Exemptions

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In order to allow certain individuals an opportunity to establish or to re-establish themselves into the community, 15% Personal Exemptions may be assigned to the following groups.

- Individuals who are currently in Foster Care
- Individuals who are exiting Prison and/or Half-Way Houses
- Individuals who are exiting Drug and/or Alcohol Rehabilitation Centers

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- Individuals who are in Battered Women's Shelters

Individuals who are currently in Foster Care or Battered Women's Shelters may be exempt from the RTW until they exit Foster Care or the Battered Women's Shelter.

Individuals who are exiting Prison and/or Halfway Houses and Drug/Alcohol Rehabilitation Treatment Centers may be granted a 15% Personal Exemption from the RTW for 3 months.

3503 Able Bodied Adult Work Requirements and SNAP Work Requirement

SNAP Manual 01/01/17

SNAP participants who are not specifically exempted by law are subject to work requirements as a condition of eligibility. Able bodied adults are a subset of this population and must meet additional requirements in order to continue receiving SNAP benefits beyond the 3-month time limit. Able bodied adults must meet all the general SNAP work requirements (like registering for work and not voluntarily quitting a job) as well as the additional requirements for able bodied adults. The table below compares general SNAP work requirements to the additional responsibilities placed only on able bodied adult participants.

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	General SNAP Work Requirements	Additional Able Bodied Adult Work Requirements
The Work Registration requirement or the RTW does not apply to SNAP participants who are:	<ul style="list-style-type: none"> Under the age of 16 or over the age of 60; Physically or mentally disabled; Complying with the work requirements of another program; Responsible for a child under the age of six; Already working more than 30 hours per week; Participating in a drug or alcohol rehab program; Students enrolled at least half time 	<ul style="list-style-type: none"> Exempt from general SNAP work requirements; Age 17 or younger or age 50 or over; Living in a household with a child age 17 or younger; Physically or mentally incapacitated for employment; Pregnant
Activities that meet the requirements are:	<ul style="list-style-type: none"> Register for work; Participate in an SNAP E & T program to the extent required (up to 120 hours); Participate in workfare if assigned; Accept suitable employment if offered; and Do not voluntarily quit a job of 30 or more hours a week or reduce work effort to less than 30 hours per week 	<ul style="list-style-type: none"> Working an average of 20 hrs./week (or an average of 80 hours per month); Participating in a work program for 20 hrs./week (or an average of 80 hours per month); Combination of working and participating in a work program for 20 hrs./week (or an average of 80 hours per month); or Participating in a workfare program
The penalty for failure to comply with the requirements is:	Ineligible for SNAP benefits anywhere from one month to 12 months depending on the number of occurrences (see SNAP 3410)	Ineligible for SNAP for the remainder of a 36-month period after exhausting the 3-months of time limited eligibility. Unless an exemption or work requirement is met.

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3510 Establishing the RTW 3 Year Compliance Period

SNAP Manual 01/01/16

The 3 year RTW compliance period must be established for each SNAP recipient unless the individual is exempt (see [SNAP 3502](#)). Once established, the 3 year RTW compliance period runs continuously regardless of whether the individual participates in the Supplemental Nutrition Assistance Program.

3511 3 Year Compliance Period

SNAP Manual 01/01/17

The state has elected to use a fixed time period of 3 years. The 3-year period will start on January 1, 2016 and runs continuously for 3 years even if there are breaks in the individual's SNAP participation. At the end of the 3-year period, the count is reset and a new compliance period will begin.

Example 1: An individual applies for SNAP on January 4, 2016. His 3-year compliance period began on January 1, 2016 and runs continuously through December 31, 2018 (3 years). A new 3-year compliance period will begin on January 1, 2019.

Example 2: An individual applies for SNAP on May 18, 2018. Her 3-year compliance period began on January 1, 2016 and runs continuously through December 31, 2018 (3 years). A new 3-year compliance period will begin on January 1, 2019.

3512 Countable Months

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A countable month is any month in which an able bodied adult receives a full month of SNAP benefits. Any months that a household received partial month's benefits including prorated and retroactive benefits, unless the retroactive months are not prorated, are not included in the 3 month requirement. State Agencies must track countable months over the 3 year period even if there are breaks in an able bodied adult's participation.

EXAMPLE: John applies for SNAP on January 2, 2016. He received SNAP benefits for January. Since January was a partial month, it will not be counted as a participating month for RTW purposes. The 3 month count for John begins February 2016 and ends April 2016.

Beginning May 2016, John is no longer eligible for SNAP benefits since he has received 3 full months of benefits without meeting an exemption. He will

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remain ineligible until December 31, 2018 unless he later meets an exemption or can reestablish eligibility by meeting the RTW.

The following Chart provides explanation of John’s RTW Status:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	P	M1	M2	M3	I	I	I	I	I	I	I	I
2017	I	I	I	I	I	I	I	I	I	I	I	I
2018	I	I	I	I	I	I	I	I	I	I	I	I

W = Working at least 20 hours; ET = Participating in qualifying work activity; B1, B2, B3 = Bonus months; M1, M2, M3 = Countable month; N = Not participating in SNAP; I = Ineligible for SNAP because able bodied adult is not meeting work requirements and has used countable months. P=Partial month of benefits. EX = Exemptions.

EXAMPLE: It’s now July 2017 and John reapplies for SNAP benefits. We discover that he has a temporary disability due to a surgery he had earlier this month. His doctor provided a statement that he will be able to return to work on October 1, 2017.

Since John now meets an exemption due to a disability, he will be able to receive SNAP benefits for July-August-September-October 2017 (he will become ineligible the month after it has been established that the disability has ended). John will not be eligible for SNAP benefits again until January 2019 because he has already exhausted his 3 months out of 36 months based on the date established back in January 2016. He could only be eligible before January 2019 if he meets another RTW exemption or complies with the RTW.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	P	M1	M2	M3	I	I	I	I	I	I	I	I
2017	I	I	I	I	I	I	EX	EX	EX	EX	I	I
2018	I	I	I	I	I	I	I	I	I	I	I	I

W = Working at least 20 hours; ET = Participating in qualifying work activity; B1, B2, B3 = Bonus months; M1, M2, M3 = Countable month; N = Not participating in SNAP; I = Ineligible for SNAP

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because able bodied adult is not meeting work requirements and has used countable months.
P=Partial month of benefits. EX = Exemptions.

For individuals who have been living in another state, the RTW compliance period will be the same as if they were residing in the State of Arkansas. Their participation in SNAP in the state in which they resided will have to be verified before the individual is certified to receive SNAP benefits in Arkansas. This applies regardless of whether the individual received or did not receive SNAP benefits. It also applies to individuals who previously lived in Arkansas and had a 3 year period established during the previous Arkansas residency.

EXAMPLE 1: Sally lived in Hawaii until June 13, 2016 then she moved to Arkansas and applied for SNAP. She received SNAP benefits in Hawaii for the months of January, February and March 2016 and was subject to the RTW in Hawaii and met no exemptions. Since Sally already received 3 months of benefits from another state while not meeting an exemption, she is not eligible for SNAP in Arkansas until she meets an RTW exemption, complies with RTW, or a new 3-year compliance period begins.

EXAMPLE 2: Bob lived in Arkansas January through June 2016 and received SNAP benefits. He was subject to the RTW and had a 3-year compliance period established beginning January 1, 2016. He received 3 countable months for January through March 2016. Bob moved out of the state and returned in July 2017. He applied for SNAP benefits and does not meet the RTW or any exemption. Since Bob has already received 3 months in the 3-year compliance period, he will not be eligible until he does meet the requirement or an exemption or the compliance period ends.

For individuals added to existing SNAP cases, the caseworker will have to check for any previously countable months within the current 3-year compliance period before the individual may be added to the existing SNAP case. If an individual moves from one household to another, any countable months within the current compliance period will move with the individual.

The Chart below describes when to begin considering the 3 countable months when an exemption changes or when an individual is added to an existing SNAP case.

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Situation	RTW Compliance Period
Individual turns 18.	The month after the 18th birthday.
Individual's dependent turns 18 or all dependent children leave the home.	The month after the child turns 18 or leaves the home.
Individual no longer disabled.	The month after it has been established that the disability has ended.
Woman no longer pregnant but there is not a dependent child in the home.	The month after the woman becomes able to work.

Any period of participation in SNAP while an individual is exempt from the RTW will not count toward the individual's three-month participation limit. However, once a 36-month compliance period has been established it runs continuously regardless of whether the individual later becomes exempt from the RTW and then loses that exemption.

EXAMPLE: On May 25, 2017 Sara applies for SNAP. Sara's 3-year compliance period begins on January 1, 2016. Her application is approved the same day and she receives a prorated benefit amount for May, therefore May does not count toward her 3 months in 3 years count. In July 2017, she reports that she is pregnant and she meets an exemption. In August 2017, she reports that she miscarried and she is released to return to work for September 1, 2017. Sara no longer meets an exemption and she is not meeting the RTW. Sara used 1 month in June 2017. She was exempt for July and August and used two months in September and October. Unless Sara becomes eligible by meeting an exemption or complying with the RTW she will not be able to participate in SNAP again until January 1, 2019.

The following Chart provides explanation of Sara's RTW Status.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	N	N	N	N	N	N	N	N	N	N	N	N
2017	N	N	N	N	P	M1	EX	EX	M2	M3	N	I
2018	I	I	I	I	I	I	I	I	I	I	I	I

W = Working at least 20 hours; ET = Participating in qualifying work activity; B1, B2, B3 = Bonus months; M1, M2, M3 = Countable month; N = Not participating in SNAP; I = Ineligible for SNAP because able bodied adult is not meeting work requirements and has used countable months.

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P=Partial month of benefits. EX = Exemptions.

3520 Establishing Good Cause

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If an able bodied adult's circumstances change that potentially causes them to lose their eligibility, good cause must be determined. The eligibility worker should consider all facts and circumstances including information provided by both the household and or the employer when determining good cause.

- If the individual would have worked 20hrs/week (or an average of 80 hours per month) but missed work for good cause, the individual shall be considered to have met the work requirement if the absence from work is temporary and they intend to return to work.
- Good cause includes circumstances beyond the household member's control, such as, but not limited to illness, household member illness requiring the presence of the member and or household emergency or the unavailability of transportation. The individual is considered to have met the work requirement if the circumstance is temporary and they intend to return to work, including lack of transportation.

Good cause will be determined on a case-by-case basis.

3530 Disqualifying Individuals Who Fail to Comply

SNAP Manual 01/01/17

At application, at recertification, or when processing a semi-annual report or reported change, the eligibility worker must evaluate the Requirement to Work (RTW) status of all nonexempt household members. See [SNAP 3502](#) for an explanation of RTW exemptions. Any nonexempt member who has participated in the Supplemental Nutrition Assistance Program for three months, consecutive or not, since the beginning of 3-year RTW compliance period without meeting the RTW will be ineligible to participate in the Supplemental Nutrition Assistance Program.

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If the individual who is disqualified due to failure to comply with the Requirement to Work (RTW) is the only household member, the SNAP case will be closed. If other household members remain eligible, the instructions in [SNAP 1623.2](#), items 1-3, will be used to determine the household's monthly SNAP benefit amount. The disqualification will continue until the end of the designated 3-year period or until the member regains eligibility. See [SNAP 3520](#) - [3530](#).

3531 Evaluating Whether to Impose a Penalty

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The following checklist may be used to evaluate whether a penalty must be imposed against an individual for failure to comply with the Requirement to Work (RTW).

Step 1: Identify RTW/Able Bodied Adult Individuals:

Use the checklist below to help determine RTW/Able Bodied Adult Status for each household member between and including the ages of 18-49 (members age 17 or younger or 50 or older are not subject to RTW or the time limit or any penalty):

If a "YES" is answered to any of the questions below, that individual is exempt from the RTW and no penalty should be imposed.

- r Is this individual exempt from normal Work Registration Requirements? (See SNAP 3200)
- r Is there a child in the SNAP household age 17 or under?
- r Is this individual mentally or physically unable to work? (If so, ask for a statement from a healthcare provider.)
- r Is this individual pregnant?

The individual is also exempt if he/she is already meeting one of the work requirements below.

If the answer to any of the questions below is "YES," the individual meets the RTW and no penalty should be imposed.

- r Is this individual already working at least 80 hours per month?
- r Is this individual participating in a work program for at least 80 hours per month?
- r Is this individual doing a combination of work and a work program at least 20 hours per week (or an average of 80 hours/month)?

If none of the above are checked, then the individual and he or she has already received the 3 countable months. Go to Step 2:

Step 2: Impose the Penalty and notify the household.

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3532 Notices

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If any member is disqualified for failure to comply with the RTW, the household will be notified via a DCO-1 Notice of Action and the notice will include:

- Why the member has been disqualified;
- How the member may comply with the RTW;
- That the household must advise the county if this member complies with the RTW;
- Who is exempt from the RTW; and
- That the household must advise the county if this member becomes exempt from the RTW.

If any member is disqualified presumptively, the household will also be notified via a DCO-1 Notice of Action and the notice will include:

- When the disqualification will be imposed; and
- That the disqualification may be avoided if the household member complies with the RTW or becomes exempt from the RTW before the specified date.

3540 Regaining Eligibility

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Individuals who have used their 3 countable months may regain eligibility at any time by:

- Verifying that he or she will meet one of the requirements: 80 hours, participate in a work program, a combination of the first two, or will meet an exemption within the 30 days subsequent to application. The client must verify that they will meet the requirement, or the 3 year period ends.

SNAP eligibility may be regained for an additional three countable Bonus months (months must be consecutive) if during a 30-day period the individual has 80 hours of work within a 30 day period.

3540.1 Meeting an Exemption

Individuals who have used their 3 countable months may regain eligibility at any time by meeting an exemption from the RTW. See [SNAP 3200](#) for a list of individuals who are exempt from RTW.

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3540.2 Three Consecutive Bonus Months

Individuals who have already received 3 countable months may regain eligibility if during any 30 consecutive day period he or she worked 80 hours or more. The individual must meet the following criteria in order to receive bonus months:

- The Able Bodied Adult must have gained eligibility but is no longer fulfilling the work requirement.
- If the individual was working, the consecutive 3 months must start when the participant notifies the State agency that he or she is no longer meeting the Requirement to Work.
- If the individual was participating in a work program or workfare program, the consecutive 3 months must start when the State determines the Able Bodied Adult is no longer in compliance.
- The Able Bodied Adult must not have received an additional 3 consecutive months more than once in the same 3-year period.

The 3 additional months must be used consecutively.

Example:

Bill applied for SNAP on October 10, 2016 and is determined expedited. October is not a countable month since he only received a partial benefit amount.

On 11/3/2016 Bill is recertified however, he reports he is now working 20 hours/week making minimum wage/hr. Since he meets RTW then he will be eligible to participate in SNAP.

In February 2017, Bill's case closes because he failed to complete his recertification. He reapplies for SNAP on July 2, 2017 and reports that he is no longer working and meets no other exemption. Bill receives a partial month of benefits in July and full benefits for August-September-October. He has received his 3 countable months as of October 2017. However, he's eligible for 3 consecutive bonus months of November, December and January because he had 80 hours of work for 30 consecutive days within the compliance period. His case will close effective February 2018 and he will be ineligible until January 2019 unless he complies with the RTW or meets an exemption.

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The following Chart provides explanation of Bill's RTW Status:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	N	N	N	N	N	N	N	N	N	P	W	W
2017	W	W	N	N	N	N	P	M1	M2	M3	B	B
2018	B	I	I	I	I	I	I	I	I	I	I	I


W = Working at least 20 hours; ET = Participating in qualifying work activity; B1, B2, B3 = Bonus months; M1, M2, M3 = Countable month; N = Not participating in SNAP; I = Ineligible for SNAP because able bodied adult is not meeting work requirements and has used countable months. P=Partial month of benefits. EX = Exemption; B=3 Consecutive Months Bonus

3540.3 Qualifying Work Activity

The household must notify the county office when a disqualified individual goes to work or otherwise meets RTW. The household is the primary source of information about any member meeting RTW. The worker must determine compliance within 10 days from the date of the reported change. If the individual has complied with the RTW or has met an exemption, then the individual will be added back to the case.

If during a 30-day period the individual has:

- Worked at least 80 hours per month; or
- Participated in and complied with a Workforce Investment Opportunity Act (WIOA) Program 80 hours per month; or
- Participated in a SNAP Employment and Training (E&T) Program.
- Participated in and complied with a Workfare Program; or
- Participated and complied with a program under section 236 of the Trade Adjustment Act of 1974 at least half-time (as defined by the program) in a recognized refugee training program approved, funded, or operated by the Office of Refugee Resettlement.

 **NOTE:** If an individual is participating in a Workforce Investment Opportunity Act Program (WIOA), then he/she is considered to be meeting the RTW regardless of the number of hours he/she is completing.

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EXAMPLE: Judy applied January 3, 2016 and received SNAP for January. She participated in a qualifying RTW activity for February, March and April and reported she went to work in May and worked thru August 16. She did not participate September thru December 16. She reapplied on January 15, 2017 and received a partial month of benefits for January. January did not count as one of her 3 months. She received February, March and April which counted as her M1, M2 & M3. We verify that she had 80 hours of work within 30 days back in May through August 2016 so she is eligible for 3 consecutive Bonus Months for May-July 2017. She is ineligible effective September 2017 until January 1, 2019 unless she meets an exemption or she participates in RTW.

She reapplies on November 4, 2017 and she verifies that she has participated with a WIOA (Workforce Innovation and Opportunity Act) program through DWS for the past 30 days. Judy becomes eligible at application and may participate as long as she complies with RTW.

The following chart provides explanation of Judy's RTW status.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Year 1	P	WIOA	WIOA	WIOA	W	W	W	W	N	N	N	N
Year 2	P	M1	M2	M3	B1	B2	B3	I	I	I	WIOA	WIOA
Year 3	WIOA	WIOA	WIOA	WIOA	WIOA	WIOA	WIOA	WIOA	WIOA	WIOA	WIOA	WIOA

W = Working at least 20 hours; **ET** = Participating in qualifying work activity; **M1, M2, M3** = Countable month; **B1, B2, B2** = Bonus months; **N** = Not participating in SNAP; **I** = Ineligible for SNAP because able bodied adult is not meeting work requirements and has used countable months; **P**=Partial month of benefits. **EX** = Exemptions. **WIOA**=Workforce Innovation and Opportunity Act

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3600 SNAP E&T Programs

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The Food and Nutrition Act of 2008 requires all states to operate an Employment and Training (E&T) Program to assist eligible recipients in obtaining skills necessary in order to gain employment. In Arkansas, SNAP recipients who are subject to the requirement may participate in a SNAP Employment and Training (E&T) Program operated by various E&T Providers throughout the State. Participation in the SNAP E&T Program is voluntary. No individual will be penalized for failure or refusal to participate in the SNAP E&T Program.

Clients who are referred to the E&T Program may participate in one or more of the following components:

Independent Job Search – Participants make a pre-determined number of inquiries to prospective employers over a specified period.

Job Search Training – Participants undergo a job skills assessment. Resume development, interview coaching and job leads may be provided. Skills testing may be conducted. Participants may be provided employment counseling, motivational techniques, and effective job search method and instructions in a group setting. Participants may be assigned an employment counselor or case manager who works with the participant on a one-to-one basis.



NOTE: Placement in Independent Job Search and Job Search Training are not qualifying components on their own and must not be combined to meet total hours needed to meet the E&T requirement. Each can only account for less than half the total hours needed to meet the requirement for able bodied adults.

Education – Participants may be enrolled in education programs or activities designed to help the participant improve basic skills including reading and math, acquire a high school diploma or GED, learn the English language, or gain occupational skills including but not limited to work keys and self-guided computer-assisted learning programs. Participants may also be enrolled in programs such as, but not limited to, certified nursing assistant training or post-secondary vocational training.



NOTE: Placement in a post-secondary component is limited to 24 months.

Work Experience– Participants participate in unpaid or subsidized work experience or on-the-job training to prepare them for unsubsidized employment.

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On the Job Training—Participants receive training that provides knowledge or skills pertaining to a specific job. Under OJT, participants can be hired by a private or public employer and will be paid at the same rate as other employees performing the same or similar jobs.

Job Retention—Participants who find employment, which makes them ineligible for the E&T program, will be placed in the Job Retention Component for a period of ninety days commencing when employment is verified and be eligible for the services outlined in SNAP 3632.

3610 Registration

SNAP Manual 10/01/03

Work registration of SNAP recipients is completed at initial certification and at each recertification when the SNAP application form is signed. Registration must also occur at the time of a reported change, semi-annual report, or recertification when a member of an active case loses an exemption. Household members subject to the work registration requirement will be notified via a *Notification of Work Registration* (DCO-260).

3620 E&T Program Referral

SNAP Manual 01/01/17

All SNAP recipients who are subject to the Requirement to Work (RTW) will be referred to the E&T Program. This includes all able-bodied adults without dependents who are not employed at least 80 hours per month.

Specifically, able-bodied adults, age 18 through age 49 will be referred to the E&T Program if none of the following four conditions are met:

1. The able-bodied adult resides in the same SNAP household with a minor age 17 or younger; or
2. The able-bodied adult is a pregnant woman; or
3. The able-bodied adult is working 20 hrs./week (or an average of 80 hours per month); or
4. The able-bodied adult is otherwise exempt from the work registration requirements of [SNAP 3100](#).

An able-bodied adult may be otherwise exempt if he or she cares for an incapacitated person of any age, receives unemployment benefits, participates in a drug addiction or alcoholism treatment and rehabilitation program, or attends a high school or an institution of post-secondary education on at least a half-time basis.

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See [SNAP 3500](#), item 3 for a definition of an individual with disabilities as applicable to the RTW.

Volunteers: Any other household member who is subject to the Supplemental Nutrition Assistance Program work registration requirements of [SNAP 3100](#) may be referred to the E&T Program as a volunteer unless he or she receives TEA or Unemployment Insurance.

EXAMPLE 1: A mother or a father of minor children may volunteer to participate in the E&T Program. An E&T volunteer will be offered assistance with finding a job or may be able to secure education or job skills training. The eligibility worker will offer to refer all work-registered SNAP participants who are not subject to the RTW. There will be no penalty imposed if this individual refuses the referral or fails to participate in the E&T Program.

EXAMPLE 2: A 35 year old woman has a 1 year old child. She is exempt from the RTW and from work registration but she will be asked if she wishes to volunteer for E&T. If so, then she will be allowed to volunteer. An E&T volunteer will be offered assistance with finding a job or may be able to secure education or job skills training. The eligibility worker will offer to refer all work-registered SNAP participants who are not subject to the RTW. There will be no penalty imposed if this individual refuses the referral or fails to participate in the E&T Program.

EXAMPLE 2: A 52 year old man who is exempt from the RTW wishes to volunteer for E&T. He will be allowed to volunteer. An E&T volunteer will be offered assistance with finding a job or may be able to secure education or job skills training. The eligibility worker will offer to refer all work-registered SNAP participants who are not subject to the RTW. There will be no penalty imposed if this individual refuses the referral or fails to participate in the E&T Program.

Referrals will be made at application (initial and recertification), semi-annual report and reported change. Referrals will also be made at reported change or semi-annual report if a household member has become subject to the requirement to work (RTW).

Eligibility workers will use the *Employment and Training Program Routing Form* (DCO-205) to manually refer volunteer household members to the E&T Program. A *Notification of Work Registration* (DCO-260) will be given to the household to serve as the registrant's "notice" and to explain the E&T Program to the registrant. The DCO-205 will be sent to the E&T Provider.

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3621 Automated Referrals

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DHS provides the E&T Provider a system-generated list of able bodied adults who are subject to the requirement to work (RTW) each week. E&T referrals occur at certification, recertification and reinstatement of SR cases. Household members with the work participation code “Mandatory – SNAP” are selected for automated referral if none of the following General Client Characteristics were selected:

- Felony Drug Conviction, Fleeing Felon, Fraud-IPV Conviction, Ineligible Student, Parole Violator, or Probation Violator;
- The member status code is “Active”;
- No disability indicator has been selected for the member;
- The member is at least age 18 but no older than age 49; and
- There are no household members age 17 or younger.

DCO county office workers must use the proper characteristic for work registrants who are not subject to the RTW. The characteristics to be used are shown in following chart:

<u>Work Participation Characteristic</u>	<u>Description</u>
<u>RTW 50-60 yrs old</u> Indicates a mandatory work registrant who is not subject to the RTW.	<ul style="list-style-type: none">• Use this characteristic in all counties.• Use this characteristic for work registrants who are at least age 50 but no older than age 59.• They are not subject to the RTW. They are not automatically referred to the E&T Provider
<u>RTW 15% Exemption</u> Indicates a mandatory work registrant who is subject to the RTW but is granted an exemption.	<ul style="list-style-type: none">• Use this characteristic for able bodied adult work registrants who are granted a 15% Personal Exemption from the RTW.• 15% Personal Exemptions are assigned by priority and on a case by case basis
<u>RTW-Pregnant Woman</u> Indicates a mandatory work registrant who is exempt from the RTW	<ul style="list-style-type: none">• Use this characteristic to exempt a woman from the RTW due to pregnancy (regardless of trimester).
<u>SNAP/RTW-Work 20 no 30 hrs</u> Indicates a mandatory work registrant who is subject to the RTW but exempt due to employment.	<ul style="list-style-type: none">• Use this characteristic in all counties.• Use this characteristic for a work-registrant who is working at least 20 hours per week but less than 30 hours per week.
<u>RTW – Minor Child in the SNAP HH</u> Indicates an able bodied adult who is	<ul style="list-style-type: none">• This characteristic is to be used to exempt an able bodied adult when he or she resides in the same SNAP

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subject to the RTW but is exempt because he or she lives in a SNAP HH with a minor child regardless of dependency of the minor on the individual.	household with a minor child regardless of the child's dependency or relationship to the able bodied adult.
<u>Mandatory SNAP</u> Indicates that an individual is subject to the RTW but not participating in an E&T Program.	<ul style="list-style-type: none">• This code should be used when an individual meets no Work Registration or RTW exemptions.• These individuals are automatically referred to the E&T Program in E&T counties.
<u>RTW/Workfare</u> Indicates that an individual subject to the RTW is participating in and complying with Workfare.	<ul style="list-style-type: none">• This code is to be used when an individual is assigned to Formal Workfare or is participating in an Comparable Workfare position.
<u>SNAP E&T Participating</u> Indicates that an individual is participating in and complying with an E&T Program.	<ul style="list-style-type: none">• This code is used to show that an individual is participating and complying with a SNAP E&T Program.

The E&T Provider will be provided a list of referrals containing the following information about each household member selected as a Mandatory – SNAP referral:

- Member Name
- Member SSN
- Casehead Name
- Casehead SSN
- Address
- Telephone Number (If available)
- Beginning month in certification period
- Ending month in certification period
- Total by county

Each County Office will be provided a list of the Mandatory - SNAP

A list of individuals who are no longer Mandatory - SNAP referrals will be provided to each E&T Provider. This list will be compiled by comparing the list of current SNAP recipients to the current file of E&T referrals. If a member who was a mandatory referral no longer appears on the list of current SNAP recipients OR a member no longer meets the criteria to be a mandatory referral, that member will be listed as an "E&T Closure" on the list of closures. This information will appear on the list of closures:

- Member SSN

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- Casehead Name
- Casehead SSN
- Beginning month in certification period
- Ending month in certification period
- Total by county

The report will be provided to the Supplemental Nutrition Assistance Program Section and to the DHS County Office.

3621.1 County Office Responsibilities

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The E&T Provider will not be reimbursed for costs incurred by an E&T Program participant who is no longer participating in the Supplemental Nutrition Assistance Program. Therefore, it is extremely important that the E&T Provider be notified when a SNAP case containing an E&T Program participant is closed because the household is ineligible, because the semi-annual report was not processed, or for any other reason. A list of closures is provided to the E&T Provider as described in [SNAP 3621](#). The following changes must be reported to the E&T Provider:

- Address changes must be reported if a household member is participating in the E&T Program and the household reports the address change during the household's certification period. (This includes address changes reported on the semi-annual report.)
- Changes in household composition must be reported if an E&T Program participant, either a mandatory referral or a volunteer, is dropped from an active case during a certification period. (This includes individuals whose status is changed from an eligible to an ineligible member due to disqualification, etc.)

The DHS eligibility worker will use the *Employment and Training Program Routing Form* (DCO-205) to notify the E&T Provider within 10 days of these changes.

DHS eligibility workers must continue to **manually** refer the following individuals to the E&T Provider:

- Able bodied adults added to a SNAP case as the result of a reported change including those changes reported on the Semi-Annual Report.
- Able bodied adults who live in a household that contains a minor household member if the individual chooses to volunteer. During the automated referral selection process,

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these members are by-passed and will not be automatically referred to the E&T Program. The worker must do this manually.

Any SNAP recipient who is work registered but not classified as an able bodied adult may participate in the E&T Program as a volunteer. For example, a parent of a minor child could be referred to the E&T Program if he or she is work-registered and wishes to volunteer. A child age 16 or 17 who is not in school and who is work registered could be referred to the E&T Program if he or she wishes to volunteer. Volunteers who are work registered may be reimbursed for any expenses related to E&T participation. The reimbursement rate for work-registered volunteers is the same as the reimbursement rate for able bodied adults who participate in the program: a maximum of \$50.00 per calendar month for all reimbursements. County offices must continue to manually refer work registrants other than able bodied adults to the E&T Program if the individual wishes to volunteer.

3630 Reimbursement/Payments

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Each E&T participant will be eligible to receive reimbursement for transportation necessary to enable the individual to comply with required component activities. Reimbursement for transportation will be based on actual expenses of the current allowable state mileage reimbursement rate or the actual costs (e.g., for bus service or transportation provider) whichever is greater but not to exceed the maximum of \$50 allowed per calendar month per participant. E&T reimbursements for transportation may include transportation costs such as:

- Bus tokens
- Gas vouchers
- Prepaid gas cards
- Automobile repairs
- Car pools
- Mileage reimbursements
- Taxicab services
- Contracts with private entities, such as transit providers who provide shuttle services
- Purchase of tires or automobile batteries
- Driver license fees (including renewals)

Other expenses related to E&T Program participation such as uniforms, boots, tuition, may be reimbursed when such reimbursements are requested by the local E&T Provider. These requests must be handled on a case-by-case basis and may include:

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- GED test payments, uniforms, personal safety items, or other necessary equipment, and books or training manuals;
- Suitable clothing for job interviews;
- Licensing and bonding, or background check fees for a work experience placement;
- Vision needs (such as eyeglasses and eye exams).

Payment must be authorized through the Wise system and paid directly to the vendor, unless verification is provided by the E&T Provider that this was indeed an out-of-pocket expense paid by the participant. The worker will utilize instructions contained in the *On Line Wise Help* when authorizing reimbursement payments and generating checks for customers and providers for expenses other than transportation. See [SNAP 3631](#) for instructions on authorizing transportation costs. If a provider is providing services for more than one participant, a separate entry for each person must be keyed to RSRP in order for a check to be generated.

Total monthly E&T reimbursement may not exceed \$50 per client per calendar month. This includes both transportation costs and other costs. This reimbursement will not be counted as income in the SNAP budget. See [SNAP 5411](#).

Questionable claims for reimbursement should be referred to the Supplemental Nutrition Assistance Program Manager for resolution.

3631 Transportation Reimbursement Payments

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Each month that an E&T Program participant incurs a transportation expense, the E&T Program participant must complete a *Travel Reimbursement Documentation* (DCO-243) and page one of the Billing and Routing Sheet (DHS-0187). It will not be necessary to complete page 2 of the DHS-0187. The DCO-243 and DHS-0187 may be completed in the E&T Provider's office when the client goes there for E&T Program services.

When an E&T Program participant uses his or her own car for E&T related travel, sections A, B, and C of the DHS-0187 must be completed by the participant. The DCO-243 will be attached as documentation of the travel. When an E&T Program participant pays someone else to transport him or her, Sections A, B and C of the DHS-0187 must be completed and documentation of transportation cost must be attached. If public transportation is used, a copy of the bus ticket or a receipt should be attached. If the participant pays another individual to furnish transportation, that individual must provide a signed statement indicating the dates on which transportation was provided and the amount paid for the transportation.

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The E&T Provider will not sign or date the DHS-0187. Instead, the form will be forwarded to the DHS county office. The DCO eligibility worker will sign the form in the area entitled “DHS Authorized Signature” and will authorize the payment via the Wise system. Instructions may be accessed via *Online Wise Help*.



NOTE: Each time a reimbursement is to be authorized, the worker must check the client’s mailing address displayed on WISE to be sure it is the current/correct one. The Wise mailing address needs to be corrected before a reimbursement check is authorized.

3640 Information Supplied to DHS by the Provider

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Participation in the SNAP E&T Program is voluntary. No individual will be penalized for failure or refusal to participate in the SNAP E&T Program even if the E&T Provider furnished this information to the DHS county office.

The only adverse action that may be taken is when an able bodied adult has received the maximum months of eligibility within the current three-year compliance period.

When an E&T Provider becomes aware that an E&T Program participant has gone to work, the provider worker will notify the DHS county office via the DCO-205. The E&T Provider will transmit this information to the designee at the local DHS County office within 10 days of the reported change. This information will be processed according to the household’s reporting requirements.

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6B3700 Workfare

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3700 Workfare

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Workfare allows certain non-exempt work registrants to perform public service activities as means to fulfill the Requirement to Work (RTW) and as a condition for receiving SNAP benefits. The primary goal of Workfare is to improve employability, thereby enabling individuals to move into regular employment.

Arkansas operates a volunteer Workfare program therefore there are no penalties or individual sanctions for failure to comply with a Workfare activity. However, an individual subject to the 3 month time limit may lose eligibility for failure to meet a work requirement unless exempt from the RTW.

Arkansas operates two types of Workfare programs; Formal Workfare and Comparable Workfare.

Formal Workfare is operated jointly by a state or political subdivision and the Food and Nutrition Service (FNS) of the USDA. A political subdivision is any local government, including but limited to, any county, city, or town. FNS must approve Formal Workfare plans prior to implementation of the program.

Political subdivisions approved to operate Formal Workfare are called Workfare sponsors.

Fifty percent of all administrative costs incurred by the Formal Workfare sponsor will be funded by the federal government. Participant's costs will be reimbursed up to, but not in excess of, \$25.00 per month (see [SNAP 3751](#)). Costs that are not reimbursable include: equipment; capital expenditures; tools or materials used in connection with the work; the costs of supervising Workfare participants; and the costs of reimbursing participant's meals or participant expenses in excess of \$25.00 per month.

The State will disburse federal funds used for the Workfare Program. The State will assure that records to support these financial claims are being maintained by the Workfare sponsor.

The Workfare sponsor is responsible for interviewing and assessing eligible recipients, establishing job sites, assigning recipients to appropriate job sites, and making referrals to the eligibility worker for initial determinations of good cause or no good cause for failure to comply with Workfare obligations. Formal Workfare job sites may only be located in public or private non-profit agencies. Contractual agreements must be established between the Workfare sponsor and the job site.

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The Comparable Workfare program establishes a means by which an able bodied adult who is subject to the 3 month time limit may fulfill the work requirement in order to remain eligible for SNAP benefits.

Comparable Workfare providers are limited to churches, local government agencies, such as any federal, state, county, city, or town, and other non-profits who are willing to meet the reporting requirements to establish the individual's participation and supervision. In addition, a Comparable Workfare program may operate in any county.

The DCO eligibility worker may refer individuals for Comparable Workfare if work sites are known or the individual may find his or her own placement with an authorized agency.

Participation in a Workfare program must be monitored to assure that an able bodied adult who is subject to the RTW does not receive additional months of SNAP benefits while not meeting the RTW.

3710 Conditions of Formal & Comparable Workfare Employment

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3710.1 Conditions of Formal Workfare

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All persons employed in Formal Workfare must receive job-related benefits to the same extent as others who are similarly employed. These are benefits related to the actual work being performed, such as worker's compensation. These are not benefits related to employment such as health benefits. Of those benefits required to be offered, any elective benefit that requires a cash contribution will be optional to Formal Workfare participants.



NOTE: The cost of Worker's compensation or comparable protection provided to participants by the Workfare sponsor is a matchable cost. However, whether or not this coverage is provided, in no case is the federal government considered to be the employer in a Workfare Program, unless a federal agency is the job site. The Department of Agriculture does not assume liability for any injury to or death of a Workfare participant while on the job.

Formal Workfare participants must be provided the same working conditions as others who are similarly employed. Health and safety conditions must conform to Sec. 2(a) (3) of the Service Contract Act of 1965 (P.L. 89-286).

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Formal Workfare participants will not be assigned work that has the effect of replacing or preventing the employment of an individual not participating in Formal Workfare. This means that vacancies due to hiring freezes, terminations, or layoffs will not be filled by a Workfare participant unless such vacancies are a result of funds insufficient to sustain former staff levels. Workfare jobs must not in any way infringe on the promotional opportunities that would otherwise be available to regular employees.

Formal Workfare jobs will not be related in any way to partisan political activities. Although Workfare participants may be assigned to work for an elected official, they may not engage in work that could be construed as political, such as campaign work.

Formal Workfare assignments will take into consideration previous training, experience and skills of participants. This information shall be obtained from the participant during the initial interview with the Formal Workfare coordinator.

3710.2 Conditions of Comparable Workfare

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Comparable Workfare participants will not be assigned work that has the effect of replacing or preventing the employment of an individual not participating in Comparable Workfare. This means that vacancies due to hiring freezes, terminations, or layoffs will not be filled by a Comparable Workfare participant unless such vacancies are a result of funds insufficient to sustain former staff levels. Comparable Workfare jobs must not in any way infringe on the promotional opportunities that otherwise may be available to regular employees.

Comparable Workfare jobs will not be related in any way to partisan political activities. Although Comparable Workfare participants may work for an elected official, they may not engage in work that could be construed as political, such as campaign work.

Workfare assignments will take into consideration previous training, experience and skills of participants. This information shall be obtained from the participant during the initial interview with the Workfare Coordinator.

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3720 Who is Subject To Workfare

SNAP Manual 10/01/03

The DCO eligibility worker will determine at certification, recertification or submission of a completed semi-annual report, annual review or reported change which household members may participate in the Workfare Program

Any household member who is not exempt from the RTW as specified in [SNAP 3500](#) may participate in the Workfare Program.

EXCEPTION 1: Recipients of TEA cash assistance who are not otherwise exempt from the work registration requirements may be required to participate in a Workfare Program if he or she participates less than 20 hours per week in a TEA work requirement activity.

EXCEPTION 2: Unemployment benefit recipients who are not otherwise exempt from the work registration requirements may participate in a Workfare Program.

If a Workfare Program participant is unable to report for job scheduling, to appear for scheduled Workfare employment or to complete their entire Workfare obligation due to compliance with an unemployment or TEA Program work requirement, that inability will not be considered as a refusal to accept Workfare employment. The Workfare sponsor must reschedule the missed activity. If the rescheduled activity cannot be completed before the end of the month, that must not be considered as cause for non-compliance.

3730 Determining Formal and Comparable Workfare Hours

SNAP Manual 01/01/19

Normally, Workfare begins when the eligibility worker determines that a certified household contains an able bodied adult member who is subject to the RTW. Formal Workfare ends when the able bodied adult household member becomes exempt from the RTW or when the household moves from a Formal Workfare county, or when the SNAP case is closed for any reason.

Only one member per household will be required to participate in Workfare at a given time. If there is more than one able bodied adult household member who is subject to the RTW, the household selects which able bodied adult member will participate in the Workfare Program. This individual is considered to be the household's prime designee. In households having more than one member subject to the RTW, another household member who is also subject to the

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RTW may fulfill the Workfare hours if the original designee does not. (See [SNAP 3760](#).) The Formal Workfare office should report a change in designees to the local DHS county office. However, it is not necessary that the DHS county office be notified prior to the work obligation being completed by another able bodied adult in the home.

The household's obligation of work hours each month will be calculated by dividing the household's authorized monthly SNAP benefit amount (before recoupment) by the current state or federal minimum wage, whichever is greater. Fractions are rounded down.

The maximum number of hours worked *weekly* in a workfare activity, combined with any other hours worked during the week by a participant for compensation (in cash or in kind) in any other capacity, must not exceed 30.

3740 Referral of Workfare Eligibles

3740.1 Referral of Formal Workfare Eligibles

SNAP Manual 8/01/16

In counties that operate a Formal Workfare Program, the eligibility worker determines who is subject to the RTW and makes referrals. The worker will determine at certification, recertification, or any other case action which household members are subject to or become subject to the RTW as per [SNAP 3200-3290](#). Once these persons are identified, the worker will:

1. Notify the household of the RTW via DCO-260 *Notification of Work Registration and Requirement to Work* if necessary. See [SNAP 3300-3310.2](#).
2. Determine if a household member is subject to the RTW using the criteria in [SNAP 3710](#). If more than one member is subject to Workfare, the household must designate the member who will be responsible for the Workfare obligation. This member, who is the prime designee, does not have to be interviewed in the county office. However, when the household makes a change in designee, the DHS County Office should be notified.
3. Complete the *DCO-207 Workfare Referral for able bodied adults* in accordance with instructions on the form. Calculate the Formal Workfare hours needed to meet the RTW in accordance with [SNAP 3730](#). This will be done at certification, recertification or submission of a semi-annual report, or reported change if the change will affect the SNAP benefit amount and the Workfare hours. The DCO-207 will be scanned and emailed to the Workfare Office within ten days of date of completion. The original will be issued to the household and a scanned copy will be retained in the case file.

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4. Establish a job search period of 10 days. The job search period must follow certification and must end before the Workfare assignment is made. Job search periods are only established when an individual is referred to Workfare for the first time or when an individual is referred again following a period of nonparticipation in Workfare. A job search period is established at application but not at recertification or submission of quarterly report.
5. Advise the household of the responsibilities listed below:
 - a. The able bodied adult should look for a job if a job search period is established.
 - b. The able bodied adult should report to scheduled appointments and participate in Workfare activities as directed by the Workfare Sponsor in order to meet the RTW.
 - c. The able bodied adult should advise the Workfare sponsor's office in advance if he or she is unable to keep scheduled appointments due to unavoidable circumstances such as illness, household emergency, etc.

These responsibilities are explained on the DCO-207.

6. Inform the household of the effect of any changes on Workfare hours.
7. Advise the Workfare sponsor within 10 days of the date a change was processed and how this change will affect a household's Workfare hours. This also includes changes in head of household and case closures.
8. Provide the following information to the Workfare sponsor when the sponsor reports a participant has obtained employment:
 - a. The SNAP benefit amount prior to the change; and
 - b. The SNAP benefit amount after the change.

The information will be used by the Formal Workfare Sponsor to calculate the amount of enhanced reimbursement as instructed in [SNAP 3710](#).

9. Make final determination on good cause requests as explained in [SNAP 3763](#).
10. Act on reports of noncompliance as described in [SNAP 3750-3753](#). The worker will need to determine how many, if any, countable months the individual has accumulated.

3740.2 Referral of Comparable Workfare Eligibles

SNAP Manual 01/01/19

The eligibility worker will determine at certification, recertification or any other case action who is subject to the RTW. The eligibility worker will:

1. Advise the household that Comparable Workfare is a means to meet the RTW through

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- volunteering.
2. Notify the household who is subject to the RTW and issue the DCO-260 *Notification of Work Registration and Requirement to Work for able bodied adults and the DCO-207 Workfare Referral for able bodied adults*.
 3. Advise the household of the hours needed to fulfill the RTW.
 4. If more than one member is subject to Workfare, the household must designate the member who will be responsible for the Workfare obligation. This member, who is the prime designee, does not have to be interviewed in the county office. However, when the household makes a change in designee, the DHS County Office should be notified.
 5. Issue the DCO-261 *Volunteer Agreement* to be completed by the Comparable Workfare entity/individual who will supervise any volunteer activity.

The eligibility worker may assist individuals in locating a Comparable Workfare position to known eligible entities in the county or the individual may find his or her own placement with one of the allowable entities:

- churches,
- local government agencies, such as any federal, state, county, city, or town, and
- other non-profits.

3750 Formal Workfare Sponsor Responsibilities

SNAP Manual 1/01/99

[SNAP 3700-3710](#) gives a general explanation of the Workfare sponsor's responsibilities for administering the Formal Workfare Program.

Specific Workfare sponsor responsibilities and the policy section in which they are explained are listed below:

- Beginning Workfare Participation[SNAP 3751](#)
- Monitoring the program[SNAP 3752](#)
- Making reports[SNAP 3752](#)
- Reporting RTW noncompliance.....[SNAP 3752](#)
- Referring good cause determinations.....[SNAP 3763](#)

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3751 Beginning Workfare Participation

SNAP Manual 01/01/17

3751.1 Beginning Formal Workfare

SNAP Manual 01/01/17

The Formal Workfare sponsor will be notified via a *DCO-207 Workfare Referral for Able Bodied Adults* of the household's Workfare hours needed to fulfill the RTW. The form will be scanned and emailed to the Workfare Office.

An interview with the able bodied adult will be scheduled by the Workfare sponsor to obtain information regarding the training, experience and skills of the individual. These factors will be taken into account when the individual is assigned to a job site.

The Workfare sponsor will notify the individual of where and when to report to the Workfare site. Additionally, he/she must be given:

1. The name of the person to whom the able bodied adult is to report;
2. A description of the duties for the worksite; and
3. A statement of the number of hours to be worked each month.

Participants may be reimbursed (not to exceed \$25 per month) for transportation and other costs that are reasonable, necessary and directly related to Formal Workfare. This includes costs of personal safety items or equipment required for performances of the work if also purchased by regular employees. Reimbursements for transportation may include, but are not limited to; use of participant's private vehicle and public transportation provided cost per month does not exceed \$25.

Participants who fail to report to scheduled interviews or to assigned job sites or who otherwise fail to comply with proper instructions from the Workfare sponsor will be advised by letter to contact the Workfare sponsor to make arrangements to complete their hours.

If a participant fails or refuses to comply with the Formal Workfare requirements, the Workfare sponsor must submit the information to the DHS County Office for an eligibility worker to make a Good Cause determination as outlined in [SNAP 3763](#).

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3751.2 Beginning Comparable Workfare

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The Comparable Workfare participation will begin with the entity and the date shown on the DCO-261.

Participants may be reimbursed (not to exceed \$25 per month) for transportation. Reimbursements for transportation may include, but are not limited to; use of participant's private vehicle and public transportation provided cost per month does not exceed \$25.

If the eligibility worker becomes aware that a participant, at any time failed to comply with the RTW without good cause as outlined in SNAP 3762-3763, the worker must determine if any past months should have been considered as one of the 3 countable months in the 3 year period. If so then the eligibility worker will request that the Program Eligibility Analyst (PEA) make a correction to the individual's countable months in the eligibility system.

3752 Monitoring and Reporting

SNAP Manual 8/01/16

3752.1 Formal Workfare Monitoring and Reporting

SNAP Manual 8/01/16

The Formal Workfare sponsor will monitor participation and provide supervision as needed to participants placed on each job site.

1. The Formal Workfare sponsor must maintain records of Workfare activity for each participant. At a minimum, these records must contain job sites, hours assigned and hours completed.
2. The Formal Workfare sponsor must maintain records of monitoring activity. These records must include:
 - a. The date of each monitoring visit and the name of the job site visited;
 - b. Any discrepancies discovered through monitoring;
 - c. The corrective action prescribed; and
 - d. The results of follow up monitoring to insure corrective action was implemented.

Each job site will be provided with a copy of the monitoring report.

3. The Formal Workfare sponsor must maintain verification of:
 - a. Direct reimbursement to participants; and

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- b. Travel claimed by the Workfare Coordinator/transportation director as a reimbursement for job related costs.
4. The Formal Workfare sponsor must report to the DHS County Office on a monthly basis the following information:
 - a. The number of individuals referred for Workfare;
 - b. The number of individuals assigned to job sites;
 - c. The type of job sites and work each individual is assigned (i.e. construction, office, maintenance);
 - d. The total number of hours each individual works;
 - e. Skills/progress gained over time by each individual; and
 - f. The total number of hours worked by all participants.

This information is used by the DHS County Office to complete the *Quarterly Report* (DCO-210).

3752.2 Comparable Workfare Monitoring and Reporting

SNAP Manual 01/01/19

In order for an individual to participate in Comparable Workfare with any church, local government agency, or other non-profit organization, the entity must be willing to supervise the individual's work and be willing to be responsible for verifying hours and participation as needed.

The Comparable Workfare sponsor must maintain records of Workfare activity for each participant. At a minimum, these records must contain job sites, hours assigned and hours completed.

3753 Formal Workfare Optional Grievance Procedures

SNAP Manual 1/01/99

The Formal Workfare sponsor has discretion to establish a grievance procedure to handle complaints filed by participants regarding working conditions or any other complaint related to Workfare participation - e.g. job duties assigned.

This procedure need not handle complaints that can be pursued through an administrative hearing as explained in [SNAP 3800](#). A participant who chooses not to use the optional grievance procedure may request an administrative hearing. A description of any optional grievance must

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be included in the Workfare plan, and Workfare participants must be informed of the grievance procedure.

3760 Sanctions for Noncompliance With Workfare

~~Deleted 01/01/17~~

This section has been deleted as of 01/01/17

3762 Good Cause for Workfare Noncompliance

SNAP Manual 01/01/19

If an able bodied adult's circumstances change that potentially cause them to lose their eligibility, good cause must be determined. The eligibility worker should consider all facts and circumstances including information provided by both the household and or the Workfare sponsor when determining good cause. *The Work Registration and Requirement to Work (RTW) Exemptions Checklist Tool* located in the SNAP Toolkit on DHS Share should be utilized to assist in making exemption and/or good cause determinations.

- If the individual would have participated in Formal or Comparable Workfare but missed some work for good cause, the individual shall be considered to have met the work requirement if the absence is *temporary and they intend to return*.
- Good cause includes circumstances beyond the household member's control, such as, but not limited to illness, household member illness requiring the presence of the member or household emergency or the unavailability of transportation.

A Workfare participant is considered to have good cause for failing to complete his/her workfare hours in the following situations:

- The participant is not yet available for scheduling due to the job search requirement cited in [SNAP 3740](#).
- The referral was received too late to schedule an interview for the current month.
- The participant never received an interview and/or work notice.
- The participant was interviewed too late in the month to be scheduled to work in the same month.
- The requirement is for too few hours to schedule.
- The household is currently under sanction.
- An administrative error resulted in the noncompliance.
- A worksite is not available.

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A participant is also considered to have good cause for failure to complete Workfare hours when:

- The participant is ill.
- The illness or incapacitation of another household member requires the presence of the Workfare participant.
- A household emergency requires the presence of the participant.
- The participant would have been required to join, resign or refrain from joining any legitimate labor organization.
- The work offered is at a site subject to a strike or lockout unless the strike has been enjoined under section 208 of the Labor-Management Relation Act (commonly known as the Taft-Hartley Act) but no injunction has been issued under section 10 of the Railway Labor Act.
- The degree of risk to health and safety is unreasonable.
- The Workfare designee is physically or mentally unfit to perform the employment as documented by medical evidence or by reliable information from other sources.
- The distance to the job site is unreasonable because daily commuting time exceeds two hours per day.
- The working hours or nature of the employment interferes with the member's religious observances, convictions, or beliefs.
- The participant has no transportation and transportation is not provided by the Workfare sponsor.
- The participant lacks adequate child care for children who have reached the age of six but are under the age of 12.
- The costs of transportation and other costs have exceeded \$25 per month and the excess amounts are not reimbursed by the Workfare sponsor.
- There is no longer a Workfare eligible in the home.
- The participant's obligation to the SNAP E&T Program has prevented the completion of the Workfare obligation.
- For unemployment insurance applicant or recipient, the participant's obligation to DWS has prevented the completion of the Workfare obligation.
- The Workfare sponsor notifies the county of the noncompliance more than 15 days following the date on which the noncompliance occurred.

If a pregnant woman or an individual who has a partial disability volunteers for Formal Workfare, he or she will be referred to the Workfare sponsors. However, the Workfare sponsor must be made aware of the pregnancy or partial disability via email communication to the

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Workfare Sponsor. The work assignment should be appropriate for the person's condition. If there is no appropriate assignment then the individual who has volunteered must not be penalized for non-compliance.

If a participant develops a disabling condition whether obvious (e.g. - broken leg) or not obvious, the sponsor will make a referral to the to the DHS County Office so the eligibility worker may determine good cause and document the reason in the case record and notify the Workfare Sponsor via email if good cause has been established. If the disabling condition is not obvious, a doctor's statement must be obtained as explained in [SNAP 3230](#). The *Work Registration and Requirement to Work (RTW) Exemptions Checklist Tool* may be used to assist in making exemption and/or good cause requests determinations.

3763 Determining Good Cause

SNAP Manual 01/01/19

Good cause must be determined by the DCO eligibility worker.

If the participant contacts the Formal Workfare sponsor or the Comparable Workfare supervisor to report that he or she will not be able to complete his or her volunteer hours the Workfare sponsor or supervisor will report the information to the local DHS county office and request a good cause determination. This communication may occur via email to the DHS County Administrator or designee. The DCO eligibility worker will review the information and make a final good cause determination.

When information is received from the Workfare sponsor or supervisor that indicates the individual did not volunteer the required hours to meet the RTW, the DCO eligibility worker must review the circumstances to determine if good cause exists. If the DCO eligibility worker determines that the participant had good cause for the not completing the hours necessary to meet the RTW, the worker will email the decision to the Workfare sponsor. No additional action will be required.

If good cause cannot be established through a review of the case record, the household must be given the opportunity to establish good cause. The DCO eligibility worker will send a notice to the household requesting verification of the good cause claim.

If the DCO worker determines that the participant did not have good cause, the worker will review the case to determine if the able bodied adult has received any countable months within the designated 3 year period. If the able bodied adult has received 3 countable months while

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not meeting the RTW then a notice of adverse action will be sent to the household. See [SNAP 3764](#) for instructions.

When the Workfare sponsor receives a report that a Workfare participant is employed, this information must be reported to the DHS county office via email to the DHS County Administrator or designee. If the name of the employer is known, this information will be included in the email.

If employment has not been reported by the household, the DHS worker will attempt to confirm the reported employment by contacting the employer or other collateral contact. Reports of earned income from Workfare sponsors will be handled in the same way as reports of earnings from field investigators. See [SNAP 12440](#) for details. If the DHS worker is not able to confirm the report of earned income, then the household will be issued a notice of adverse action as outlined in [SNAP 3764](#) if the able bodied adult has received 3 months of SNAP while not meeting the RTW.

If the able bodied adult has begun working 80 or more hours per month then he or she is meeting the RTW and is no longer subject to the work requirement as outlined in [SNAP 3500](#). The eligibility system will be updated to reflect these changes.

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3764 Notice of Adverse Action

SNAP Manual 11/01/02

A Notice of Adverse Action must be issued to the household within 10 days if any able bodied adult member is to be disqualified for failure to comply with the RTW.

When the prime designee or other Workfare eligible has failed to comply with Workfare without good cause, the notice of adverse action must specify:

- Who failed to comply with Workfare;
- That as a result, the household will be disqualified;
- How long the disqualification will last; and
- How he or she may avoid the sanction by working off the outstanding obligation. The notice must provide a name and telephone number for the household to contact about working off the obligation.

If it has not been established whether the Workfare eligible had good cause for the noncompliance, the notice must state:

1. Who failed or refused to complete the Workfare obligation;
2. That this person has not established good cause for the noncompliance;
3. That the household must contact the DHS worker within 10 days to establish if the Workfare participant had good cause for the noncompliance; and
4. That unless good cause is established, the non-compliant household member will be disqualified for two months for each month of noncompliance.



NOTE: The notice must specify any information needed to establish good cause.

3765 Consequences of Non-compliance with Workfare

SNAP Manual 01/01/19

Both Formal and Comparable Workfare are voluntary programs. There are no sanctions for non-compliance. However, if the individual is an able bodied adult who has received 3 months of SNAP benefits while not meeting the RTW then he or she will no longer be eligible to participate in SNAP until they meet the RTW, become exempt from the RTW, meet an exemption from the RTW, or the current 3 year compliance period ends.

The eligibility worker will take the appropriate action to either close or reduce the household's SNAP benefits as outlined in [SNAP 3521](#). The household must also be notified via instructions at [SNAP 3764](#).

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3766 Ending a Sanction

Deleted 01/01/17

SNAP 3766 has been deleted effective 01/01/17

3780 Sharing Formal Workfare Savings - Enhanced Reimbursement

SNAP Manual 11/01/02

A Formal Workfare sponsor may share in benefit reductions that occur when a Formal Workfare participant begins employment while participating in Workfare for the first time or within thirty days of ending the first participation in Formal Workfare.

- To begin employment means to appear at the place of employment and to begin working.
- First participation in Formal Workfare means performing work for the first time in a particular Workfare Program. The only break in participation which will not end a first participation is a break due to the participant's taking a job that: a) does not affect the household's monthly SNAP benefits by an entire month's wages; and b) that is followed by a return to Formal Workfare.

The Formal Workfare sponsor must calculate benefit reductions from each Formal Workfare participant's employment as follows:

1. Unless there are household changes known to the Workfare sponsor, the benefit reduction will be based on the difference between the household's SNAP benefit amount the month before the job began and the first monthly benefit amount that reflects a full month's income from the job.
2. If the Workfare sponsor is aware of household changes that occurred after the job began or if SNAP benefits were not issued after the job began, a SNAP budget must be calculated to reflect the effects of the new job without regard to the other changes. To calculate such a budget the worker must recalculate the budget used the month before the new job began and add the earnings from the new job. For this budget, the earned income deduction must reflect the earnings from the new job plus any pre-existing employment. Any dependent care costs incurred as a result of the new job will be allowed. If TEA cash assistance decreased as a result of the new job, the reduced TEA cash assistance amount will be shown in the budget. The benefit reduction will be the difference between the original benefit amount and the recalculated benefit amount. If the household is ineligible, the reduction will equal the household's entire benefit amount.

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3. The political subdivision's share of the benefit reduction is three (3) times the difference, divided by two.
4. If, during these procedures, an error is discovered in the last SNAP benefit amount issued before the new employment began, then those benefits must be corrected before the savings are calculated.

To claim and receive the enhanced reimbursement, the procedure for reimbursing Formal Workfare's regular expenses will be used. Totals of benefit reductions for the period covered by the claim will be entered in the miscellaneous section of the claim document. The Workfare sponsor must be prepared to make available for review all documentation to support each claim.

Enhanced reimbursement is limited to the amount of the actual unreimbursed costs for the fiscal year in which the participant began the job which resulted in the savings.

EXAMPLE 1: The household's monthly SNAP benefits at the time the Workfare participant went to work were \$240. The monthly benefit amount is reduced to \$93 as a result of the earnings.

The enhanced reimbursement is calculated as follows:

$$\$240 - 93 = \$147 \times 3 = 441 \div 2 = \$220.50.$$

The amount claimed as enhanced reimbursement is \$220.50.

EXAMPLE 2: The household's monthly benefits at the time the Workfare participant went to work were \$83. Two additional household members were added prior to earnings. After changes were made, the benefits increased to \$102. There would be no enhanced reimbursement.

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7B3800 Appeal of County RTW Decisions

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3800 Appeal of County RTW Decisions

SNAP Manual 1/01/99

All decisions regarding work registration, Requirement to Work (RTW) or Informal or Formal Workfare determinations may be appealed through the administrative hearing process explained in [SNAP 16300](#) - [16330](#).

When a participating household appeals the county's decision regarding failure or refusal to comply with work registration or the RTW within the notice period, benefits will be continued providing:

- The household did not waive continuation of benefits; and
- The household's certification period has not expired. (Certification periods cannot be extended to accommodate continuation of benefits.)

The eligibility worker will restore lost benefits to the household if the hearing decision is in the household's favor and continued benefits were waived. If the hearing decision is in the county's favor and the household's benefits were continued during the hearing process, the disqualification will be imposed as soon as possible.

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OB4100 Resources – Summary

4100 Resources – Summary

SNAP Manual 08/01/98

For the purpose of determining eligibility for the Supplemental Nutrition Assistance Program, resources are defined as assets available to the household such as money in bank accounts, certificates of deposit, stocks, bonds, land, or houses that the household could sell. Vehicles are also considered to be resources.

Some assets are totally excluded from consideration as resources. Other assets are considered inaccessible if the household can demonstrate that the asset is not available and will not likely become available.

Households may not transfer resources to become eligible or remain eligible for SNAP benefits.

4200 When Resources are Determined

SNAP Manual 08/01/98

At initial application and at application for recertification, resources are determined at the time of the interview. If the household's countable resources exceed the limits at the time of the interview, the application will be denied. The household may reapply at any time. When the household reapplies, resources will be re-determined at the time of the next interview. See [SNAP 12230](#) for handling reported changes in resources.

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2B4300 Resource Eligibility Standards

9B4310 Uniform Resource Standards

4300 Resource Eligibility Standards

SNAP Manual 02/01/18

A household's eligibility will be denied or terminated when the value of the household's countable resources (both liquid and non-liquid assets) exceed the following:

- \$3,500 for all households with an age 60 or Older or a individual with disabilities (see Glossary definition of [age 60 or Older/Individuals with Disabilities Households](#)) member regardless of household size;

OR

- \$2,250 for all other households.

A household where at least one member receives a TEA benefit as specified in [SNAP 1920](#) is categorically eligible and the Supplemental Nutrition Assistance Program's resource limits will not apply to that household.

If no household member receives TEA benefits, the household is classified as categorically eligible only if all household members receive SSI benefits. If not all household members receive SSI benefits, the entire household is not categorically eligible. However, the individual household members who receive SSI benefits are categorically eligible. This means that any resources solely owned by an SSI recipient are not to be counted when the household's total resources are determined, but all resources owned by the other household members are to be counted. If the resources owned by household members who do not receive SSI exceed the resource limit, the entire household (including the SSI recipient) is ineligible to participate in the Supplemental Nutrition Assistance Program. Co-owned resources will not automatically be excluded under this policy. Instead, the resource will be handled in the same manner as any other jointly owned resource. See [SNAP 4910](#) and [SNAP 4601](#) for instructions.

4310 Uniform Resource Standards

SNAP Manual 08/01/98

Resource standards are uniformly applied to all households except those in which all members are recipients of TEA and/or SSI. Except for categorically eligible households, all resources currently held by the household and all resources anticipated to be received during the certification period must be reported at the time of the interview.

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3B4400 Excluded Resources

10B4410 Home and Lot

4400 Excluded Resources

SNAP Manual 01/01/03

A general list of excluded resources is provided below. Each excluded resource is explained in detail in the sections of policy immediately following:

- The household's home and lot. [SNAP 4410](#)
- Household and personal goods. [SNAP 4420](#)
- Life Insurance policies and pension funds. [SNAP 4420](#)
- Certain vehicles. [SNAP 4840](#)
- Property essential for the maintenance or use of certain excluded vehicles. [SNAP 4430](#)
- Income producing property. [SNAP 4440](#)
- Payments that are excluded as a resource by law. [SNAP 4450](#)
- Resources owned by a SSI recipient in a mixed household. [SNAP 4300](#)
- Resources owned by the members of a categorically eligible household [SNAP 4300](#)
- Earmarked resources. [SNAP 4460](#)
- Indian lands and certain payments to Indians. [SNAP 4460](#)
- Burial lots, limited to one per household member. [SNAP 4460](#)
- Prepaid burial plans to the extent that the funds in such a plan are inaccessible. [SNAP 4602](#)
- Inaccessible resources. [SNAP 4500](#)
- Educational Income [SNAP 4450](#) & [SNAP 4460](#)

The resource exclusions in [SNAP 4410-4580](#) apply to all eligible household members, ineligible aliens, and disqualified household members:

4410 Home and Lot

SNAP Manual 10/01/91

The home and lot is the household's residence and any surrounding property not separated from the residence by intervening property owned by others. Rights-of-way, such as roads that run through the property surrounding the home, do not affect the exemption. Other structures on the homestead will be evaluated to determine if they can be excluded as described here.

If the other structure is a house (or mobile home) that is habitable (has indoor plumbing facilities, running water and is livable), then the house (not the land on which it sits) will be counted as a resource provided it is not income producing. If the utility company has turned off the water, the house will be considered as having "running water."

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3B4400 Excluded Resources

11B4420 Household and Personal Goods/Life Insurance

If the other structure is a building that is not a traditional house, it will be considered as an excluded resource i.e., tool sheds, corncribs, woodsheds, barns, etc

If these structures produce income (i.e. rental payments), this income is not excluded, and is treated in accordance with [SNAP 5715](#).

The residence and surrounding property remain excluded when temporarily unoccupied for the following reasons:

- a. Employment
- b. Training for future employment
- c. Illness of a household member
- d. Inhabitability caused by casualty or natural disaster, if the household plans to return to the residence.

A household that does not currently own a home receives an exclusion if: a) the household owns or is purchasing a lot on which they intend to build or are building a home, and b) they plan to reside in the home. The exclusion applies to the value of the lot and home if partially completed. There is no limit to the partial completion of the home. There is no limit to the size of the lot if the lot is not separated by intervening property owned by others, nor are there any limits to the period of time in the future when the household plans to build the home.

Verification of the value of the home and lot must be obtained if the information given by the household about the home and lot affects eligibility and is questionable. All circumstances surrounding this decision must be documented.

4420 Household and Personal Goods/Life Insurance

SNAP Manual 10/01/08

The following items will be excluded when determining countable resources:

1. Household goods such as, but not limited to, appliances, microwaves, lawn mowers, garden tractors, furniture and TV satellite dishes.
2. Personal effects such as, but not limited to, tools, jewelry and clothing.
3. The cash value of life insurance policies.
4. Prepaid burial policies and plans to the extent the funds in such a plan are inaccessible.
5. Livestock.



NOTE: Any amount that can be withdrawn (less a \$1,500 per person disregard) from prepaid burial plans without a contractual obligation to repay will be counted as a

SNAP CERTIFICATION MANUAL – SECTION 4000

3B4400 Excluded Resources

12B4421 Pension or Retirement Funds

resource for SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM purposes. See [SNAP 4602](#).

4421 Pension or Retirement Funds

SNAP Manual 10/01/08

Tax-preferred retirement accounts (e.g., IRAs) and employer sponsored retirement accounts are excluded as countable resources in determining Supplemental Nutrition Assistance Program eligibility. This includes any funds in a plan, contract, or account, described in sections 401(a), 403(a), 403(b), 408, 408A, 457(b), and 501(c)(18) of the Internal Revenue Code of 1986 and the value of funds in a Federal Thrift Savings Plan account as provided for in 5 U.S.C. 8439. It also provides for the exclusion of any successor retirement accounts that are exempt from Federal taxes.

The chart on the following page provides guidance on pension or retirement accounts based on the Internal Revenue Code of 1986.

Resource Excluded Retirement Accounts/Plans

Retirement Plan of Account Type	What is it?	Authorized Under
401(k) plan	Defined-contribution plan that allows employees to contribute to their accounts from their salary or wages on a pre-tax basis (with earnings tax-exempt until withdrawn). Employee may or may not contribute.	Section 401(a) of the Internal Revenue Code
403(b) plan	Tax-sheltered annuity of custodial account plan offered by certain tax.	Section 403(b) of the Internal Revenue Code
457 plan	401(k)-type plan offered by state and local governments and non-profit organizations.	Section 457 of the Internal Revenue Code
501(c)(18)	401(k)-type plan offered mostly by unions. Had to be set up prior to June 1959; now largely obsolete.	Section 501(c) (18) of the Internal Revenue Code
Cash Balance Plan	Employer-based hybrid plan that combines features of defined-benefit and defined-contribution plans.	Section 401(a) of the Internal Revenue Code
Federal Employee Thrift Savings Plan	401(k)-type plan offered by the federal government to its employees.	Section 8439 of Title 5 of the US Code

SNAP CERTIFICATION MANUAL – SECTION 4000

3B4400 Excluded Resources

13B4430 Property Related To the Use of Excluded Vehicles

Retirement Plan of Account Type	What is it?	Authorized Under
Individual Retirement Account (IRA)	Vehicle for tax-deferred retirement saving controlled by individuals rather than employers. Many IRAs were previously employer-based accounts that individuals converted into an IRA treatment.	Section 408 of the Internal Revenue Code
Keogh Plan	Informal term for retirement plan available to self-employed people.	Section 401(a) of the Internal Revenue Code
Pension or traditional defined-benefit plan	Employer-based retirement plan that promises a certain benefit upon retirement, regardless of investment performance.	Section 401(a) of the Internal Revenue Code
Profit Sharing Plan	Employer-based defined-contribution plan under which employer contributions may (but need not) be linked to profits. May provide 401(k) accounts.	Section 401(a) of the Internal Revenue Code
Roth IRA	Similar to an IRA but with different income limits and tax treatment.	Section 408(A) of the Internal Revenue Code
SIMPLE 401(k)	401(k)-type plan available only to small businesses.	Section 401(a) of the Internal Revenue Code
SIMPLE IRA	Employer-based IRA available only to small business.	Section 408 of the Internal Revenue Code
Simplified Employer Plan	Employer-sponsored plan available only to small businesses; allows employers to contribute to employee accounts that essentially function as IRAs.	Section 408 of the Internal Revenue Code

4430 Property Related To the Use of Excluded Vehicles

SNAP Manual 07/01/01

Real or personal property that is directly related to the maintenance or use of a vehicle will be excluded as a resource if that vehicle is excluded as a resource because it is:

1. Annually producing income consistent with its fair market value; or
2. Used primarily (over 50 percent of the time that the vehicle is used) for income producing purposes such as, but not limited to taxis, trucks, or fishing boats; or
3. Used to transport an individual with disabilities household member.

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3B4400 Excluded Resources

4440 Income Producing Property

Only that portion of real property actually involved in the maintenance or use of an excludable vehicle is to be excluded under these provisions.

EXAMPLE 1: A household owns a one-acre field but only uses 1/4 of that acre to park and maintain equipment for a self-employment enterprise. Only the 1/4-acre actually in use will be excluded. If the one-acre tract is worth \$1,000, 1/4 of the value is \$250. \$250 would be excluded as a resource. \$750 would be counted as a resource.

This method of determining the amount of resource exclusion is not affected by state or local zoning laws or by the household's ability to convert the property to a cash resource.

EXAMPLE 2: The household in example 1 above declares that the one-acre tract they own is in an incorporated industrial area. They state that local laws prevent them from selling anything less than the full one-acre tract. In spite of this, only the \$250 amount for the 1/4-acre actually used will be excluded as a resource. \$750 will be counted as a resource.

4440 Income Producing Property

SNAP Manual 04/01/90

Income producing property is one of the following:

1. Property that annually produces income consistent with its fair market value, even if only used on a seasonal basis. (For example, farmland that is rented only during the crop season would be excluded for the entire year). See [SNAP 4441](#) for instructions on determining fair market value.
2. Property that is essential to the employment or self-employment of a household member. (For example, farmland that is used by a household member to produce a crop of tomatoes that is sold to a cannery would be excluded as essential to self-employment.)
3. Rental homes used by households for vacation purposes at some time during the year so long as the property annually produces income consistent with its fair market value.
4. Work related equipment such as, but not limited to, the tools of a tradesman or the machinery of a farmer, which is essential to the employment or self-employment of a household member.



NOTE: Tools are excluded either as personal property or income producing property.

SNAP CERTIFICATION MANUAL – SECTION 4000

3B4400 Excluded Resources

15B4441 Determining if Income is Consistent with Fair Market Value

Property essential to the self-employment of a household member engaged in a farm operation may be excluded as a resource for one year from the date the farm operation is terminated. The exclusion extends to vehicles used in the farming operation [SNAP 4430](#) as well as land and machinery used in the operation.

5. Installment contracts payable to the household. See [SNAP 4570](#) for instructions on excluding installment contracts when the purchaser has defaulted on the agreement.

4441 Determining if Income is Consistent with Fair Market Value

SNAP Manual 07/01/01

When a county office worker must determine if property is producing income consistent with its fair market value, the property's fair market value will be based on the prevailing rate of return in the area where the property is located or used.

EXAMPLE: A house rented for \$200 a month is considered to be producing income consistent with fair market value if similar houses in the same area rent for about the same amount.

When the worker cannot determine whether property is producing income at the prevailing rate of return based upon information furnished by the household, a knowledgeable source may be contacted. A knowledgeable source should, by virtue of his professional experience, be able to determine if the property is producing income consistent with fair market value. *(For real property located in Arkansas, the assessed value times 5 will be used as the fair market value. See [SNAP 4712](#) for additional information.)* Local realtors, local FHA or Small Business Administration Offices or the tax assessor should be knowledgeable of the value of real property located outside Arkansas. Local car dealers should know the value of vehicles.

The knowledgeable source will be provided with the appropriate information and asked to determine if the property is producing income at the prevailing rate of return. Households that disagree with the assigned fair market value or prevailing rate of return may provide verification of these items.



NOTE: Property excluded as a resource because it is essential to employment does not have to produce income consistent with fair market value. For example, land used by a farmer does not have to produce any countable income to be excluded.

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3B4400 Excluded Resources

16B4450 Resources Excluded by Law

4450 Resources Excluded by Law

SNAP Manual 06/25/12

The current list of resources excluded by Federal statute includes the following items:

1. As authorized by the Low-Income Home Energy Assistance Act (P.L. 99-425), the amount of home energy assistance payments or allowances provided directly to or on behalf of a household.
2. Benefits received from the Special Supplemental Food Program for Women, Infants and Children (WIC) under P.L. 92-443, Sec. 9 and P.L. 100-435, which amended Section 77(m)(7) of the Child Nutrition Act of 1966.
3. Reimbursement from the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646, Sec. 216).
4. Payments to Indian tribes as specified below:
 - Payments received by the Confederated Tribes and Bands of the Yakima Indian Nation and the Apache Tribe of the Mescalero Reservation from Indian Claims Commission as designated under P.L. 95-433, Sec. 2
 - Payments to the Passamaquoddy Tribe and the Penobscot Nation or any of their members received pursuant to the Maine Indian Claims Settlement Act of 1980 (P.L. 96-420, Sec. 5);
 - Payments received from the disposition of funds to the Grand River Band of Ottawa Indians (P.L. 94-540);
 - Payments received under the Alaska Native Claims Settlement Act (P.L. 92-203, Sec. 21(a) and Section 15 of P.L. 100-241, Alaska Native Claims Settlement Act Amendments of 1987 or the Sac and Fox Indian Claims Agreement (P.L. 94-189);
 - Payments received by certain Indian tribal members under P.L. 94-114, Sec. 6, regarding sub-marginal land held in trust by the United States.
 - Payments of relocation assistance to members of the Navajo and Hopi Tribes under P.L. 95-531.
 - Payments to the Turtle Mountain Band of Chippewas, Arizona (P.L. 97-403);
 - Payments to the Blackfeet, Grosventre, and Assiniboine tribes (Montana) and the Papago (Arizona) (P.L. 97-408);
 - Per capita and interest payments made to the Assiniboine Tribe of the Fort Belknap Indian Community and the Assiniboine Tribe of the Fort Beck Indian Reservation (Montana) (P.L. 98-124, Section 5);
 - Per capita and interest payments made to the Red Lake Band of Chippewas (P.L. 98-123, Section 3, 10/13/83);

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3B4400 Excluded Resources

16B4450 Resources Excluded by Law

- Payments to the Saginaw Chippewa Indian Tribe of Michigan (P.L. 99-346, Section 6(b) (2));
 - Per capita payments to the Chippewas of Mississippi (P.L. 99-377, Section 4(b), 8/8/86);
 - Payments to heirs of deceased Indians under the Old Age Assistance Claims Settlement Act except for per capita shares in excess of \$2,000 (P.L. 98-500, Section 8, 10/17/84);
 - Payments to the Puyallup Tribe of the State of Washington (P.L. 101-41, 6-21-89); and
 - Payments under the White Earth Reservation Land Settlement Act of 1985 to the White Earth Band of Chippewa Indians in Minnesota (P.L. 99-264)
 - Payments under the Seneca Nation Settlement Act of 1990 to members of the Seneca Nation (P.L. 101-503).
 - Funds appropriated in satisfaction of judgments awarded to the Seminole Indians in dockets 73, 151, and 73-A of the Indian Claims Commission (P.L. 101-277)
 - Funds distributed or held in trust for members of the Chippewas of Lake Superior (P.L. 99-146).
 - Assistance paid under P.L. 95-608, the Indian Child Welfare Act of 1978.
 - Payments to the Confederated Tribes of the Colville Reservation under the Grand Coulee Dam Settlement Act (P.L. 103-436).
 - Funds appropriated in satisfaction of judgments awarded to the Seminole Indians by the Indian Claims commission (P.L. 101-277)
 - Distributions under the Michigan Indian Claims Settlement Act, Section 111, to the Ottawa and Chippewa Indians of Michigan (P.L. 105-143)
5. Per capita payments of \$2,000 and less made under Public Law 98-64 to Native Americans from judgment awards and funds held in trust by the Secretary of the Interior and purchases made with certain per capita payments to specific tribes or bands of Indians.

This exclusion applies on a per-person and not a per-household basis. It applies individually to each payment regardless of how frequently the payments are made and regardless of the number of months for which the payment is made. When such payments are deposited in a bank or financial institution, the funds remain excluded. The length of the exclusion period will be determined by the type of funds in the account. See [SNAP 4960](#).

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3B4400 Excluded Resources

16B4450 Resources Excluded by Law

The purchase exclusion extends only to purchases of property with funds distributed to Native Americans after December 31, 1981, but before January 12, 1983, under a plan approved by Congress. The exclusion applies to initial purchase only and not to subsequent purchases. Property remains excluded only as long as the person who originally received the exclusion holds the property. Since more than one per capita payment may have been received during the period from December 31, 1981 to January 12, 1983, the total exclusion allowed for the property may exceed \$2,000.

6. Certain payments made to Vietnam veterans and/or children of Vietnam veterans. This includes:
 - Payments authorized under P.L. 101-239, the Omnibus Reconciliation Act of 1989, Section 10405, the Agent Orange Settlement fund or any other fund established pursuant to the settlement in the Agent Orange product liability litigation, M.D.L. No 381 (E.D.N.Y.)
 - Any monetary allowances paid under P.L. 104-102, Section 1805(d), to a child of a Vietnam Veteran for any disability resulting from spina bifida suffered by such child.
 - Any monetary allowances paid under P.L. 106-419, Section 1815 (a), to any individual with one or more covered birth defects if he or she is a child of a female Vietnam veteran.
7. Payments to U.S. citizens of Japanese ancestry and permanent resident Japanese aliens or their survivors under the Civil Liberties Act of 1988 (P.L. 100-383).
8. Federal and other disaster relief payments. This resource exclusion applies to disaster relief payments received from the Federal Emergency Management Assistance (FEMA) under P.L. 93-288, Sec. 312 (d) as amended by P.L. 100-707, Section 105 (i) the Disaster Relief and Emergency Assistance Amendments of 1988.



NOTE: Not all FEMA payments are classified as disaster relief.

This resource exclusion applies to Federal assistance provided to persons directly affected and to comparable disaster assistance provided by states, local governments, and disaster assistance organizations. For payments to be excluded, the disaster or emergency must be declared by the President. This resource exclusion also applies to Disaster Unemployment Assistance paid as a result of a major disaster and to Disaster Relief Employment. See [SNAP 5405](#), items 16 and 17 for additional information.

9. Payments received through the Radiation Exposure Compensation Act, P.L. 101-426, Sec. 6 (h) (2), 10/15/90. This law establishes a program to compensate individuals for

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3B4400 Excluded Resources

16B4450 Resources Excluded by Law

- injuries or deaths resulting from exposure to radiation from nuclear testing and uranium mining in Arizona, Nevada, and Utah.
10. Income amounts necessary for the fulfillment of a PASS (Plans for Achieving Self-Support) under Title XVI of the Social Security Act. See [SNAP 4460](#) for additional IDA exclusions.
 11. The value of assistance to children under P.L. 89-642, Section 11(b) of the Child Nutrition Act of 1966 and P.L. 79-396, the National School Lunch Act. Under P.L. 100-435 which amended section (17) (m) (7) of this act, coupons that may be exchanged for food at a farmer's market may also be excluded.
 12. Payments under P.L. 107-171, the Food Stamp Reauthorization Act of 2002, all student financial assistance. See [SNAP 1622.3](#).
 13. Payments made to individuals because of their status as victims of Nazi persecution under P.L. 103-286.
 14. Earned Income Credits payments received as a lump sum or as payments under Section 3507 of the Internal Revenue Code by any household member.) A Federal earned income tax credit received either as a lump sum or as payments under section 3507 of the Internal Revenue Code is excluded for the month of receipt and the following month for the individual and that individual's spouse. Any Federal, State, or local earned income tax credit received by any household member is excluded for 12 months, if the household was participating in the Supplemental Nutrition Assistance Program at the time of receipt of the tax credit and if the household participates continuously during that 12-month period. Breaks in participation of one month or less due to administrative reasons, such as but not limited to, delayed recertification or missing or late reports is not considered as nonparticipation in determining the 12-month exclusion.
 15. Under the Tax Relief, Unemployment Insurance Reauthorization, and Job Creation Act of 2010, Federal income tax refund payments received as a lump sum by any household member are excluded as a resource for 12 months. The total amount of a Federal tax refund after December 31, 2009 is disregarded as resource in the month received. The Federal tax refund may be the result of a refundable credit, over-withholding, or both. The resource exclusion lasts for 12 months.
 16. Under P.L. 103-22, compensation made to crime victims as authorized by the Crime Act of 1984.
 17. Under P.L. 99-576, Veteran's Benefits and Health Care Authorization Act of 1996, any amount by which the basic pay of an individual is reduced to comply with this law.
 18. Funds, including interest accruing, in an individual development account (IDA) under the TANF block grant program will be excluded during any period the individual maintains or

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3B4400 Excluded Resources

17B4451 Moved to SNAP 4300

makes contributions into such an account(P.L. 104-193). See [SNAP 4460](#) for additional IDA exclusions.

19. Funds in Department of Housing Urban Development’s (HUD) Family Self-Sufficiency Program escrow accounts are excluded as resources when determining eligibility for SNAP. When a Family Self-sufficiency program participant has an increase in earnings, the public housing authority increases his or her rent, but deposits the increase in an interest bearing account. When the participant successfully completes the program and can verify that no household member is receiving welfare assistance, he or she receives the funds in the account. Funds may be withdrawn from the escrow account before completing the program with permission from the housing authority, but only for purposes related to goal of the FSS contract, e.g.-completion of higher education, job training, or start up costs of a small business. Since the funds in the escrow accounts, as well as any funds withdrawn from them prior to completion of the program are not available to buy food, the funds are inaccessible-thus excluded asresources.

4451 Moved to SNAP 4300

SNAP Manual 01/01/03

4460 Other Excluded Resources

SNAP Manual 10/01/08

Burial Lots

One burial lot per household member will be excluded as a resource.

Cash and Counseling Demonstration

Money received from the Cash and Counseling Demonstration for Medicaid recipients is excluded as a resource. This program provides cash to certain Medicaid recipients so that they can purchase personal care services.

Earmarked Resources

Earmarked resources are governmental payments such as those made by the Department of Housing and Urban Development through the Individual and Family Grant Program or disaster loans or grants made by the Small Business Administration. Earmarked resources must be designated for the restoration of a home damaged in a disaster, and the household must be subject to a legal sanction if the funds are not used as intended.

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3B4400 Excluded Resources

18B4460 Other Excluded Resources

Educational Income

Educational income will be excluded as a resource in its entirety when received by eligible students. This exclusion includes all federal, state and privately funded educational assistance including VA educational assistance paid under the Montgomery GI Bill.

Educational Savings

Educational savings/account plans that receive tax-preferred status under the federal tax code are excluded as a resource to the household.

- Section 529 qualified tuition program, which allows owners to prepay a student's education expenses or to contribute to an account to pay those expenses.
- Coverdell education savings account, an IRA type of account designed to pay a student's education expenses.

Indian Lands

Lands held jointly with the tribe, or lands that can be sold only with the approval of the Bureau of Indian Affairs are considered Indian Lands. Indian Lands are excluded as a resource.

Individual Development Accounts

Funds, including interest accruing, in an individual development account under the TANF block grant program will be excluded during any period the individual maintains or makes contributions into such an account (P.L. 104-193).

Under the Family Savings Initiative Act of 1999 (Arkansas Act 1217) households with low income and few assets may accumulate assets by opening an individual development account (IDA). An IDA Program participant must be a resident of the State of Arkansas and a member of a TEA recipient family or a member of a family with income below 185% of the federal poverty level. The family must have a net worth of \$10,000 or less disregarding their primary dwelling and one motor vehicle. Account contributions are matched at a rate of \$3.00 for each \$1.00 contributed by the account holder. Matching dollars may not exceed \$2,000 per account holder or \$4,000 per household.

A Family Savings IDA may be used for any of the following reasons:

- Home purchase (limited to qualified first-time home buyers)*
- Business capitalization*
- Post-secondary educational expenses*
- Individual retirement account
- Vehicle purchase or repair (if not the sole purpose of the IDA)

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3B4400 Excluded Resources

18B4460 Other Excluded Resources

(* If Federal TANF funds are used as a match, only purposes 1, 2 and 3 are allowable.)

The value of the IDA is not a countable resource. Matching funds deposited into the account will not be counted as income. (See [SNAP 5413.1](#).)

Funds in Department of Housing and Urban Development's (HUD) Family Self-Sufficiency Program escrow accounts are excluded as resources when determining eligibility for SNAP. When a Family Self-sufficiency program participant has an increase in earnings, the public housing authority increases his or her rent, but deposits the increase in an interest bearing account. When the participant successfully completes the program and can verify that no household member is receiving welfare assistance, he or she receives the funds in the account. Funds may be withdrawn from the escrow account before completing the program, with permission from the housing authority, but only for purposes related to the goal of the FSS contract, e.g. – completion of higher education, job training, or startup costs of a small business. Since the funds in the escrow accounts, as well as any funds withdrawn from them prior to completion of the program are not available to buy food, the funds are inaccessible - thus excluded as resources.

The Good Faith Fund is operating a demonstration program called the Savings for Education, Entrepreneurship, and Down Payment (SEED) Program. The Program helps 3 and 4-year-old child and their families save and plan for college. A savings account is opened and initially deposited with \$500, which will be matched by \$500 deposited by the Good Faith Fund. Any deposits made by the household will be matched dollar for dollar by the Good Faith Fund. Withdrawal from a SEED account requires two signatures – the account holder and a designated employee of the Good Faith Fund. The Good Faith Fund will not permit withdrawal unless there is a documented emergency – e.g., so the child will not be without shelter or medical care. The SEED account will be excluded as a resource and any deposits made by the Good Faith Fund into the child's savings account will be excluded as income per [SNAP 5413.1](#).

Prorated Income

Monies that have been prorated and considered as income are excluded as a resource. For example, annualized or prorated self-employment income is excluded as a resource during the period it is being counted as household income. Refer to [SNAP 5630](#) for the procedures for handling self-employment income.

SNAP CERTIFICATION MANUAL – SECTION 4000

3B4400 Excluded Resources

19B4470 Verification of Excluded Resources

4470 Verification of Excluded Resources

SNAP Manual 08/01/98

Excluded resources will be verified when questionable. Acceptable verification includes documentation or collateral contacts, which establish that the resource is excludable.

4480 Documentation of Excluded Resources

SNAP Manual 08/01/98

The county office worker must document:

1. The type of resource;
2. The status of the resource as excluded;
3. The reason for the exclusion.

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4B4500 Inaccessible Resources

21B4510 Irrevocable Trust Funds

4500 Inaccessible Resources

SNAP Manual 07/01/01

Inaccessible resources are resources with a cash value not accessible to the household.

Inaccessible resources include the following:

1. Irrevocable trust funds [SNAP 4510](#)
2. Property in probate [SNAP 4520](#)
3. Real property for sale [SNAP 4530](#)
4. Resources of residents of shelter for battered women [SNAP 4540](#)
5. Security deposits [SNAP 4550](#)
6. Non-liquid resources against which a lien was placed to obtain a business loan [SNAP 4560](#)
7. Installment contracts that are not producing any income [SNAP 4570](#)
8. Resources unlikely to produce any significant amount of funds if sold [SNAP 4580](#)

4510 Irrevocable Trust Funds

SNAP Manual 09/01/92

Any funds in or transferred to a trust and the income produced by that trust are considered inaccessible if all of the following conditions exist.

1. The funds held in irrevocable trust are **either**:
 - a. Established from the household's own funds and used by the trustee solely to make investments on behalf of the trust or to pay the educational or medical expenses of the beneficiary; **or**
 - b. Established from non-household funds by a non-household member, and totally unavailable to the household.



NOTE: If the household can petition the court to obtain money from a trust for reasons such as purchasing personal items or paying living expenses, the fund is not considered an irrevocable trust.

2. The trust arrangement will not likely cease during the certification period, and no household member has the power to revoke the trust arrangement or to change the name of the beneficiary.
3. The trustee administering the funds is a:
 - a. Court, institution, corporation, or organization not under the direction or ownership of any household member; or

SNAP CERTIFICATION MANUAL – SECTION 4000

4B4500 Inaccessible Resources

22B4520 Property in Probate

- b. An individual appointed by the court that has court-imposed limitations placed upon the use of the funds.
4. The trust investments made on behalf of the trust do not directly involve or assist any business or corporation under the control, direction, or influence of a household member.

The status of the trust account must be verified if questionable. Acceptable verification of inaccessible trust accounts include:

- a. Statements from the financial institution managing the trust describing the terms of the trust; **or**
- b. Court orders or letters from the court describing the terms of the trust.

The county office worker must document:

- a. The amount of the trust fund;
- b. The name of the person for whom the account is held in trust;
- c. The name of the trustee, and the name of the financial institution handling the trust;
- d. The reasons for the decision to consider the trust accessible or inaccessible.

4520 Property in Probate

SNAP Manual 10/01/86

Property that household members expect to inherit following a decision of the court is considered an inaccessible resource.

Property that is in probate must be verified if questionable. Acceptable verification includes:

- a. A statement from an attorney; or
- b. A legal document, such as a court order.

The county office worker must document:

- a. A description of the property the household expects to inherit;
- b. When the household expects to receive the property; and
- c. If verification is required, why the inaccessible resources were considered questionable, and the verification obtained.

SNAP CERTIFICATION MANUAL – SECTION 4000

4B4500 Inaccessible Resources

23B4530 Real Property for Sale

4530 Real Property for Sale

SNAP Manual 10/01/86

Real property that the household is making a good faith effort to sell at a reasonable price is considered an inaccessible resource.

Verification of real property for sale must be supplied if the status of the property is questionable. The worker will accept as proof of a good faith effort to sell real property at a reasonable price any of the following:

1. Collateral statements,
2. Listings from real estate brokers, or
3. Advertisements in local newspapers.

The worker must document:

- a. Information about the property for sale - i.e. number of acres of land, location of house, etc.; and
- b. The information used to establish a good faith effort to sell the property at a reasonable price.

4540 Resources of Residents of Shelters for Battered Women and Children

SNAP Manual 10/01/86

Resources are considered inaccessible to residents of shelters for battered women and children if:

1. The resources are jointly owned by the residents and any members of their former household; and
2. The resident's access to the value of the resources is dependent upon the agreement of a joint owner who still resides in the former household.

The county office worker must verify that resources of shelter residents are inaccessible only when questionable. In no instance will the worker request verification if such verification will jeopardize the safety of the resident.

Acceptable verification includes:

- a. Bank statements, pass books or correspondence indicating that an account is jointly owned;

SNAP CERTIFICATION MANUAL – SECTION 4000

4B4500 Inaccessible Resources

25B4550 Security Deposits

- b. Car payment books or loan agreements indicating that vehicles are jointly owned; or
- c. Payment books, loan agreements, or correspondence indicating that property is jointly owned.

Collateral contacts may be used as verification only if the resident has designated the collateral; and contact with the collateral will not jeopardize the safety of the resident.

The worker must document why the resources of the resident are inaccessible. If inaccessibility is questionable, documentation must include:

- a. Why the inaccessibility is questionable; and
- b. How the questionable information was resolved. Due to the resident's special circumstances, questionable resources will be resolved through available sources. The co-owner of the resources must not be contacted.

4550 Security Deposits

SNAP Manual 10/01/87

Deposits paid by the household to secure rental property or utilities are considered inaccessible resources.



NOTE: Security deposits become accessible resources when they are refunded to the household.

If questionable, the county office worker must accept as verification of security deposits receipts or statements from the holder of the deposit.

The county office worker will document:

- a. The nature of the questionable information;
- b. How the questionable circumstances were resolved; and
- c. The method/document used to verify the deposits.

4560 Non-Liquid Resources Against Which a Lien is Placed

SNAP Manual 10/01/87

Non-liquid resources such as land, crops, buildings, timber, farm equipment, or machinery will be considered an inaccessible resource if all the following conditions are met:

1. A lien has been placed against the property;
2. The lien results from a member of the household having obtained a business loan;

SNAP CERTIFICATION MANUAL – SECTION 4000

4B4500 Inaccessible Resources

27B4570 Installment Contracts as Inaccessible Resources

3. The owner of the business has agreed not to sell the property until the note is paid.
(This insures that the creditor's collateral interest is protected.)

This exclusion will not apply if the property owner could sell the mortgaged property and use the proceeds to pay off the loan. It applies only when the household is prohibited by the agreement from selling the mortgaged property.

4570 Installment Contracts as Inaccessible Resources

SNAP Manual 10/01/87

Installment contracts are agreements under which an individual receives a monthly payment on property, which has been sold. See [SNAP 5710](#) for instructions on determining the amount of income received under an installment contract, which is to be counted as income in the SNAP budgeting process.

When installment contracts are not producing any income because the purchaser is defaulting on the payments, the contract is considered an inaccessible resource. This is true until the property legally reverts back to the seller.

4580 Resources Unlikely to Produce Significant Return

SNAP Manual 07/01/01

A resource is considered inaccessible if, as a practical matter, the household is unable to sell the resource for any significant return. A significant return is any return estimated to be more than \$1,500 after estimated costs of sale or disposition and taking into account the ownership interest of the household.

EXAMPLE: A household member owns a lot jointly with three siblings who are not household members. The lot is valued at \$4,000. Costs of selling the lot are estimated at \$500.
 $\$4,000 - \$500 = \$3,500 / 4 = \875 . \$875 is less than \$1,501.

This policy does not apply to stocks or bonds or to other negotiable financial instruments. It does apply to vehicles. See [SNAP 4860](#).

Verification of the value of a resource to be excluded will be required only if the information provided by the household is questionable.

SNAP CERTIFICATION MANUAL – SECTION 4000

5B4600 Determining and Verifying Countable Resources

29B4601 Ownership of Liquid Bank Accounts

4600 Determining and Verifying Countable Resources

SNAP Manual 07/01/03

To determine a household's total countable resources, the county office worker must consider the resources available to all eligible household members and the resources available to any household member disqualified for one of the following reasons:

1. Intentional Program Violation;
2. Failure to comply with the SSN requirement;
3. Failure to comply with the SNAP E&T Program or Workfare.

The countable resources of ineligible aliens are also considered if the alien would otherwise be considered a household member.

Listed below are examples of liquid resources.

1. Bonds.
2. Cash on hand.
3. Funds held in individual retirement accounts (IRA's).
4. Funds held in Keogh Plans (when held solely by the household members).
5. Money in checking or savings accounts including Christmas clubs and children's accounts. (See [SNAP 4601](#) for information about ownership of bank accounts.)
6. Mutual Funds.
7. Savings certificates. (See [SNAP 4601](#) for information about ownership.)
8. Stocks.
9. Funds that may be withdrawn (less a \$1,500 per-person disregard) from prepaid burial plans without a contractual obligation to repay. (See [SNAP 4602](#).)

Liquid resources must be verified at initial application and thereafter when a new liquid resource is reported or when information about previously reported resources is incomplete, inaccurate, inconsistent, or outdated. See the Glossary definition of [Verification](#) for additional information. A full description of each type of resource, acceptable verification, and documentation is contained in [SNAP 4601 - 4670](#).

4601 Ownership of Liquid Bank Accounts

SNAP Manual 01/01/99

When a SNAP household member holds a joint bank account or certificate of deposit with a member of another household and this ownership will make the household ineligible for SNAP

SNAP CERTIFICATION MANUAL – SECTION 4000

5B4600 Determining and Verifying Countable Resources

29B4601 Ownership of Liquid Bank Accounts

benefits, the county office worker must determine how much, if any, of the funds will be counted a resource to the household. This determination will generally be based upon ownership of the funds.

Ownership is defined as to have or to hold as property or to possess. Normally, a person is considered as the owner of funds in a bank account if that person earned, received, or was given the funds that were deposited into the account. For example, a SNAP household is not considered to be the owner of the funds in an account when no household member earned, received, or was given any of the funds in the account.

The owner of the bank account is usually the one who deposits the money into the account or for whom deposits are made.

EXAMPLE: An elderly client deposits her social security checks into a checking account each month. Her daughter's name has been added to the account. None of the daughter's funds have been deposited into the account. The client is the sole owner of the account.

There are exceptions.

EXAMPLE: A legally married husband and wife are considered joint owners of the funds in a bank account as long as both names appear on the account. This is true regardless of which spouse deposits money to the account.

Ownership of funds in jointly owned bank accounts will be established through written statements from each of the joint owners. In the event that at least one of the joint owners cannot be located or refuses to cooperate, the worker will attempt to establish ownership of the funds in the account through collateral contact. Suggested sources of collateral contact include bank officers, attorneys, accountants or friends or relatives familiar with the arrangements of the co-owners of the bank account.

If no collateral contact familiar with the arrangement can be located or will cooperate, the household may be certified based only upon the written statements of any co-owner who is a household member. However, all efforts to obtain verification must be fully documented in the case record. Such documentation must contain a statement of why any collateral contact received could not be used.

If none of the money is owned by the SNAP household but the owner states the household is permitted to use some or all of the money in the account, then the amount that the household

SNAP CERTIFICATION MANUAL – SECTION 4000

5B4600 Determining and Verifying Countable Resources

30B4602 Prepaid Burial Plans

has been given permission to use will be counted as a resource. In this situation, ownership is transferred to the SNAP household.

4602 Prepaid Burial Plans

SNAP Manual 01/01/99



NOTE: This policy does not apply to burial insurance. Insurance policies, including burial insurance, are totally excluded as a resource. See [SNAP 4420](#).

Prepaid burial plans purchased from funeral homes, insurance companies, etc. are totally excluded to the extent the money in the prepaid account is inaccessible to the household. A prepaid burial fund is inaccessible when the household is not allowed to withdraw money from the account or is only allowed to withdraw funds with a written agreement to repay the missing funds. Even if funds are never withdrawn from a prepaid burial plan, the ability to make withdrawals is sufficient to qualify the funds in these plans as a resource.

Funds, which may be withdrawn from prepaid burial plans without a written agreement to repay the funds, are considered to be an accessible resource; however, a disregard of \$1,500 per individual applies to accessible prepaid burial plans.

EXAMPLE: A household consists of a man age 75 and his wife age 75. Both the man and his wife have prepaid burial plans in the amount of \$2,500. The funds in both accounts are accessible. To calculate the amount of countable resources, the worker will subtract \$1,500 from each account. $\$2,500 - \$1,500 = \$1,000$. $\$1,000 \times 2 = \$2,000$. The amount of countable resources in the prepaid burial plans is \$2,000.

4610 Bonds

SNAP Manual 07/01/01

The total current surrender value of all bonds held by the household will be considered a countable resource. Cash surrender value of bonds is determined by use of a schedule. Schedules may be obtained from the household or from a bank, savings and loan, or broker. Information about the redemption value of U. S. Savings Bonds may be obtained from most banks or through the internet at <http://www.savingsbonds.gov/BC/SBCPrice>. Information is also available from:

Federal Reserve Bank
325 W. Capitol
Little Rock, AR 72201

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5B4600 Determining and Verifying Countable Resources

32B4620 Cash on Hand

Acceptable forms of verification include:

- a. The bonds and verification of redemption value; or
- b. Collateral contact with the broker, attorney, or bank handling the bonds. The collateral must specify the number of bonds held by the household and the current redemption value.

Documentation must include:

- a. The type of bond;
- b. The number of bonds held by the household;
- c. The current cash surrender value of each bond;
- d. The figures used to determine the total value of the bonds; and
- e. The verification obtained.

4620 Cash on Hand

SNAP Manual 02/01/95

The current amount of cash on hand (less any current income) will be considered a countable resource.

The household's statement will be accepted as verification of cash on hand.

Documentation must include:

- a. The total amount of cash on hand available;
- b. The amount of cash on hand which is current income;
- c. The figures used to determine cash on hand less current income.

4630 Individual Retirement Accounts (IRAs)

SNAP Manual 10/01/08

~~DELETED~~ 10/01/08, please see chart in [SNAP 4421](#).

4640 Keogh Plans

SNAP Manual 10/01/08

~~DELETED~~ 10/01/08, please see chart in [SNAP 4421](#).

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5B4600 Determining and Verifying Countable Resources

35B4650 Money in Checking and Savings Accounts

4650 Money in Checking and Savings Accounts

SNAP Manual 07/01/01

The current amount in any checking account, savings account, money market account, or credit union account (less any current income) will be considered a countable resource. This includes accounts established for minor children (except trust funds as specified in [SNAP 4510](#) and special accounts such as Christmas clubs. Also included are accounts belonging to non-household members when a household member has access to such accounts. See [SNAP 4601](#) for instructions on determining ownership of and access to such accounts.



NOTE: Interest paid on checking and savings accounts will be considered income and handled as specified in [SNAP 5711](#).

Acceptable verification includes updated passbooks; current bank statements; or collateral contact with the bank that specifies the household's current balance and recent withdrawals or deposits. The period of time for which withdrawals or deposits must be indicated may be specified by the caseworker. The caseworker will consider the balance declared by the household, the current income, and any large amounts of income recently available to the household.

Documentation must include:

- a. The current amount in each checking and/or savings account;
- b. Any current income included in the accounts;
- c. The figures used to calculate the countable resource amount; and
- d. The verification obtained.

4651 Mutual Funds

SNAP Manual 10/01/87

The total amount currently invested by a household in a mutual fund will be considered a countable resource unless the mutual fund is a retirement account set up by an employer that is inaccessible to the household.

Mutual funds are accounts set up with money deposited by a group of individuals. Usually, a minimum deposit is required and the depositor is said to "own" so many "shares" of the mutual fund. The money in the fund is used by a manager/broker to make a variety of investments on behalf of the investor. For example, the funds may be placed in CD's or used to purchase stocks or bonds. In return, each investor receives a pro-rata share of any profits from the investment.

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5B4600 Determining and Verifying Countable Resources

37B4660 Savings Certificates



NOTE: The income received as profits from the fund will be considered unearned income in the month received or will be prorated over the period of intended use.

Normally, the money invested in a mutual fund is accessible to the household. Although there may be a 6 to 7 day delay in the receipt of the money; usually, there is not a penalty for withdrawal. When a household has funds in a mutual fund set up as a retirement account by a member's employer, the household may not have access to the funds or may only have limited access. Such situations will be evaluated on a case-by-case basis.

Acceptable verification of the amount invested in a mutual fund includes a current statement from the fund; or collateral contact with the financial institution handling the fund. In the case of mutual funds set up as a retirement fund, a statement from the employer. This statement should also verify the household's accessibility to money invested in the fund.

Documentation must include:

- a. The name of the financial institution, broker etc. managing the fund;
- b. The amount the household currently has invested in the fund; and
- c. If the fund is a retirement fund, the terms under which the household may gain access to the money in the fund.

4660 Savings Certificates

SNAP Manual 10/01/87

The total current amount of money held in savings certificates (i.e. - certificates of deposits) will be considered a countable resource. Penalties that might be extracted for early withdrawal will not be deducted. Any certificates owned by a non-household member are a countable resource when a household member is a co-owner and the certificate is accessible to the household member. To determine if the certificate is available to the household member, the worker must review the terms of the contract. For example, if the certificate specifies that the certificate would be payable to the household member only upon the death of the owner, the funds are considered inaccessible. See [SNAP 4601](#) for instructions on determining ownership of and access to such accounts.



NOTE: Interest paid on savings certificates will be considered income and handled as specified in [SNAP 5711](#).

Acceptable verification includes current statements of account or collateral contact with the financial institution. The collateral must specify the current value of the savings certificate and

SNAP CERTIFICATION MANUAL – SECTION 4000

5B4600 Determining and Verifying Countable Resources

38B4670 Stocks

the most recent interest payment. The certificate itself will be acceptable only if it reflects the current amount in the account.

The worker must verify accessibility to jointly owned certificates when questionable.

Acceptable verification includes the certificate if it establishes the terms of the co-ownership or collateral contact with an attorney or lending institution if the contact establishes the terms of the co-ownership.

Documentation must include:

- a. The kind of savings certificate;
- b. The terms of the certificate (i.e., when it will come to maturity);
- c. The owner or owners of the certificate; and
- d. The current amount of the certificate.

When establishing accessibility to jointly owned accounts, the worker must document:

- a. The terms of the co-ownership;
- b. Whether or not the terms of the co-ownership were considered questionable; and
- c. If co-ownership was considered questionable, how the terms were verified.

4670 Stocks

SNAP Manual 07/01/01

The current per-share value multiplied by the total number of shares held by the household will be considered a countable resource. Anticipated sale costs like broker's fees are not deductible. To determine the current per-share value of stocks, the county office worker may refer to the stock exchange report in the current daily newspaper. For stocks not listed in the newspaper, the worker may obtain the information from an internet site, may contact a stockbroker, local financial institution, or the company that issued the stock.

Acceptable verification of the number of stocks held includes the stock certificates or collateral contact with the broker, local financial institution or the company issuing the stock. The contact must verify the name of the stock and the number of shares held by the household.

Acceptable verification of per-share amount includes an original or copy of the most recent stock exchange report from a daily newspaper or documentation of the contact with a stockbroker, financial institution, or the company that issued the stock. If the value of the stock was verified via the internet, the internet page must be printed and filed in the case record as documentation.

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5B4600 Determining and Verifying Countable Resources

38B4670 Stocks

Document must include:

1. The name of the stock;
2. The number of the stocks held by the household;
3. The per-share value;
4. The figures used to calculate the total value of the stock; and
5. The verification obtained.

When stock is sold, the household is converting a resource from one form to another. The net amount received will be considered a liquid resource.

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6B4700 Non-Liquid Resources

39B4712 Countable Resource Value of Non-Liquid Resources

4700 Non-Liquid Resources

SNAP Manual 06/01/90

Non-liquid resources are non-excluded, accessible assets such as land or vehicles that may be converted to cash such as, but not limited to, the non-liquid resources listed below.

1. Buildings/houses/mobile homes not used as the household's residence.
2. Burial lots in excess of one per household member.
3. Vacation homes/time-share condominiums/RV-park shares.
4. Vehicles (licensed and unlicensed) including cars, trucks, vans, recreational vehicles, motorcycles, all-terrain vehicles, golf carts, go-carts, mopeds, campers, and boats/boat motors/boat trailers.
5. Any personal property not specifically excluded in [SNAP 4420](#).
6. Land not excluded in [SNAP 4410](#).

4712 Countable Resource Value of Non-Liquid Resources

SNAP Manual 06/01/90

For all non-liquid resources except vehicles, the equity value will be considered a countable resource. (See [SNAP 4850](#) for instructions for determining the countable resource value of vehicles.) The equity value is the fair market value of the resource less encumbrances.

Generally, fair market value is the price, which a willing seller could obtain for a property from a willing buyer. Fair market value is usually dependent upon several factors including the condition of the property and the rate at which similar property is being sold.

For SNAP purposes, the fair market value of real property located in Arkansas will be the current assessed value times 5. (The current assessed value represents 20% of the fair market value. By multiplying the assessed value X 5, the current fair market value will be obtained.) For example, if the assessed value is \$250, the caseworker must multiply \$250 X 5 to obtain fair market value. \$250 X 5 = \$1,250. \$1,250 is the fair market value.



NOTE: To establish the fair market value of real property located outside Arkansas or of personal property, the caseworker is not required to use the assessed value.

Encumbrances are defined as the balance of the debt owned on the property excluding interest payments and other fees.

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6B4700 Non-Liquid Resources

40B4713 Verification of Non-Liquid Resources (Excluding Vehicles)

4713 Verification of Non-Liquid Resources (Excluding Vehicles)

SNAP Manual 06/01/90

Non-liquid resources will be verified when the household makes application for SNAP for the first time, the household declares the resource for the first time; or information about the resource becomes incomplete, inaccurate, inconsistent, or outdated. See the Glossary definition of [Verification](#) for additional information.



NOTE: If the declared equity value of the resource makes the household ineligible, no verification will be requested.

Acceptable verification of fair market value of real property located in Arkansas is a statement from the assessor in the county in which the property is located. This includes the household's notice of reappraisal and/or a tax bill if it reflects the assessed value of the property after the reappraisal.

Acceptable verification of fair market value of real property located outside Arkansas is a statement from a source knowledgeable of the fair market value of the property. Examples of such sources include local realtors, local Farmer's Home employees, or local tax assessors.

Acceptable verification of an encumbrance may include payment books, bank schedules, or a statement from the lender specifying the total principle amount of the indebtedness. Any verification of an encumbrance must specify the amount of the principle owed.

4714 Documentation of Non-Liquid Resources

SNAP Manual 10/01/87

Documentation of non-liquid resources must include:

- a. A complete description of the non-liquid resource (*This includes the legal description of real property if it is available.*);
- b. The household's statements regarding the fair market value of the non-liquid resource and any encumbrances; and
- c. A statement of whether the declared value of the non-liquid resource is questionable.

If the declared value of the resource is questionable, the documentation must provide the following information:

- a. Why the value of the non-liquid resource is questionable; and
- b. The verification obtained.

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6B4700 Non-Liquid Resources

41B4714 Documentation of Non-Liquid Resources

Also, the worker must document the figures used to determine the equity value of a non-liquid resource.

SNAP CERTIFICATION MANUAL – SECTION 4000

7B4800 Vehicles

42B4810 Ownership of Vehicles

4800 Vehicles

SNAP Manual 07/01/01

All vehicles, licensed and unlicensed, must be evaluated to determine how much, if any resource value will be counted in the SNAP budget. The term vehicle includes cars, trucks, vans, recreational vehicles, motorcycles, all-terrain vehicles, golf carts, go-carts, mopeds, campers, and boats/boat motors/boat trailers. “Junked” cars must be evaluated as well.

A licensed vehicle is a vehicle currently licensed by a state to operate on public roads and highways. Vehicles that bear a temporary dealer’s permit are considered licensed.

An unlicensed vehicle is one that is not currently licensed by a state to operate on public roads and highways. This includes expired licenses. Unlicensed vehicles will be evaluated even if they are not running.

Resource value is determined for each vehicle individually.

4810 Ownership of Vehicles

SNAP Manual 07/01/01

Questions about the ownership of a vehicle arise when:

- The title to a vehicle is held jointly in the name of two people but only one person has possession of the vehicle;
OR
- The title is held solely by one person, but the vehicle is considered to belong to someone else because that person is paying for the vehicle and drives and maintains the vehicle.

EXAMPLE: A parent allows his child to purchase a vehicle in his name because the child cannot get the necessary credit approval.

Under Arkansas law, when one person buys property using the money or assets of another person, that property actually belongs to the person who furnished the money or assets to purchase the property. Therefore, when the title to an automobile is held by a member of a SNAP household, yet he or she verifies that he or she has no access to the vehicle and is not paying for the vehicle, the vehicle should not be counted as a resource to his or her household. *(The vehicle will be considered a resource to the household of the person who furnished the money to purchase the vehicle and who drives and maintains the vehicle.)*

SNAP CERTIFICATION MANUAL – SECTION 4000

7B4800 Vehicles

43B4820 Leased Vehicles

In these instances, the household will be asked to provide verification that someone other than a household member is making payments on the vehicle and is driving and maintaining the vehicle. Verification of non-accessibility must be in the form of canceled checks or money order receipts that show the name of the person who actually makes the car payments and other documents (gas tickets, repair bills, etc.) that show this vehicle is being used and maintained by a person who is not a household member. In the absence of any of these documents, the household may provide collateral statements to verify the vehicle is inaccessible.



NOTE: This policy will not be applied to those situations where one person owns a vehicle but allows another person to drive it. The policy will only apply when the person who has possession of the vehicle is making payments on the vehicle and is using his own funds to maintain the vehicle.

4820 Leased Vehicles

SNAP Manual 07/01/01

Generally, a leased vehicle will not be considered a resource unless the title to the vehicle is registered in the customer's name and the lease stipulates that the payments are credited towards ownership of the vehicle. Each lease must be evaluated individually to determine if the payments can be credited towards ownership of the vehicle.

- A "Smart Buy" lease leads to ownership of the vehicle. The person who purchases a vehicle under the "Smart Buy" plan is considered to be the vehicle's owner immediately at the time of purchase. Vehicles purchased under a "Smart Buy" plan will be considered a resource to the household.
- An open-ended lease provides the customer an option to buy at the end of the lease period. Each open-ended lease must be evaluated individually. Generally, open-ended leases with the car title in the dealership's name are not considered a resource to the household and open-ended leases with the car title in the customer's name are considered a resource to the household.
- A close-ended lease does not provide the customer with an option to buy at the end of the lease period. A vehicle listed under a close-ended lease will not be counted as a resource to the household.

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7B4800 Vehicles

44B4830 Vehicles Owned by Categorically Eligible Households

4830 Vehicles Owned by Categorically Eligible Households

SNAP Manual 07/01/01

If a household is categorically eligible under the definition in [SNAP 1920](#), all resources, including any vehicles, licensed or unlicensed, owned by household members, will be excluded.

4840 Excluded Vehicles

SNAP Manual 01/01/07

Each SNAP household may exclude at least one vehicle, licensed or unlicensed. If a household owns only one vehicle, that vehicle will be excluded. The DHS county office worker will document that the household owns only one vehicle and that vehicle is excluded.

If a household owns more than one vehicle, the county office worker must establish if any of those vehicles can be excluded under the rules provided below. Under these rules, any vehicle, licensed or unlicensed, owned by the household will be excluded as a resource if:

- The vehicle is necessary for the employment of a household member. Vehicles necessary for employment include only those used for job-related travel other than travel back and forth to the job site. This includes vehicles such as, but not limited to, vehicles used by traveling salespeople or migrant farm workers following the job stream or home health aides traveling from home to home. This exclusion applies during temporary periods of unemployment when the vehicle is in use.
- The vehicle is classified as an income producing vehicles. Income producing vehicles are those vehicles used primarily (over 50% of the time) for income producing purposes or those vehicles annually producing income consistent with their fair market value even if used only on a seasonal basis. See [SNAP 4870](#) for instructions on determining fair market value. This exclusion applies during temporary periods of unemployment when the vehicle is not in use. For example, a taxi retains its exclusion while the driver is ill and unable to work, or a migrant's vehicle retains its exclusion if the migrant temporarily leaves the job stream. A vehicle essential to the self-employment of a household member engaged in a farming operation may continue to be excluded as a resource for one year from the date the farm operation was terminated. See [SNAP 4440](#) for additional information.
- The vehicle is used as the household's residence. This includes boats, campers, travel trailers, and travel homes when used as the household's principal residence.
- The vehicle is used to transport an individual with disability household member. (*This exclusion will not apply to disabilities based strictly on a mental condition.*) Any vehicle

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7B4800 Vehicles

45B4840 Excluded Vehicles

may be excluded under these provisions as long as the vehicle issued to transport an individual with disability household member. There is no requirement that the vehicle be either a special type of vehicle or be specially equipped. There is a limit of one vehicle per individual with disabilities member.

- Individual with disabilities, as it relates to the exclusion of a vehicle to transport a individual with disability, means either a permanent or a temporary disability. Permanent disabilities are those that entitle an individual to receive a disability check from a source such as Social Security, SSI, or VA. Temporary disabilities are conditions such as, but not limited to, a broken leg, the recovery period following major surgery or conditions that require ongoing treatment such as dialysis or chemotherapy. (Vehicles owned solely by a SSI recipient are excluded under the provisions in [SNAP 4300](#).)
- If the disabling condition is not obvious to the county office worker, the household will be asked to furnish verification. Acceptable verification includes receipt of a check based on the disabling condition or a statement from a physician or other health professional such as a physical therapist. The worker must document the cause of the disability and the period of time during which the disabling condition is expected to continue.
- The vehicle is necessary to carry the primary source of fuel for heating or water for home use. Households without either heating fuel or water piped into their homes may exclude one vehicle without meeting further tests about the capability or actual use of the vehicle. For the purpose of applying this exclusion, all-electric homes will be considered to have fuel “piped in” if the household has electric heating devices in the home. The exclusion will apply for the entire year so long as the household expects to use the vehicle to haul fuel and/or water at some time during the year.

EXAMPLE 1: A household uses a four-wheel drive vehicle to haul firewood. The firewood is used in a wood furnace that is the household’s primary source of heat. The vehicle is totally excluded as a resource.

EXAMPLE 2: A household must haul its water from a neighbor’s house. Since they use their only vehicle to haul the water, this vehicle will be totally excluded as a resource.

EXAMPLE 3: A home is equipped with an electric heat pump. However, the household actually uses a wood heater as its primary source of heat. The household uses one of its vehicles to cut and haul the wood off of its property. The vehicle will be excluded as a resource.

SNAP CERTIFICATION MANUAL – SECTION 4000

7B4800 Vehicles

46B4850 Determining the Countable Resource Value of Licensed Vehicles

Verification that the household does not have either water or heating fuel piped into its home may be requested if the household's statements are questionable. Households (including all electric homes) which have both fuel and water piped into the home must verify that the excluded vehicle is used to transport the household's primary source of heating fuel or water. Verification may be obtained through utility companies, collateral contacts, or through documentary evidence such as receipts for the purchase of wood.

If there are licensed or unlicensed vehicles remaining after these exclusions have been applied, **one remaining vehicle will be excluded**. Normally, this will be the most expensive vehicle unless it would be more advantageous to the household to exclude another vehicle. See [SNAP 4850](#) below for additional instructions.

4850 Determining the Countable Resource Value of Licensed Vehicles

SNAP Manual 01/01/07

Each SNAP household may exclude at least one vehicle as a resource. Other additional vehicles may be excluded if they meet one of the conditions in [SNAP 4840](#).

The resource value assigned to all **non-excluded** vehicles for purposes of determining SNAP eligibility will be either:

- The fair market value less a \$4,650 limit; or
- The equity value (fair market value less encumbrances).

See [SNAP 4851](#) for instructions on determining fair market value.

Fair market value less \$4,650 will be assigned to:

- One non-excluded licensed vehicle per adult (age 18 or older) household member.
- Any additional licensed non-excluded vehicles **driven** by a household under age 18 to commute to work or school or to look for work.

When a non-excluded vehicle has a fair market value of less than \$4,650, no resource value is counted when SNAP eligibility is determined. When the fair market value exceeds \$4,650, only the amount that exceeds the \$4,650 benchmark is counted as a resource.

For all other non-excluded vehicles both licensed and unlicensed, the GREATER OF the vehicle's fair market value less \$4,650 OR the vehicle's equity value will be counted as a resource.

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7B4800 Vehicles

47B4851 Determining Fair Market Value

EXAMPLE 1: A household owns a licensed 1996 Plymouth Neon that is not excluded. The current fair market value of the vehicle is \$4,575. $\$4,575 - \$4,650 = 0$. No resource value is counted.

EXAMPLE 2: A household owns a 1998 Escort GT that is not excluded. The current fair market value of the vehicle is \$7,050. Only \$2,400 is counted as a resource. ($\$7,050$ fair market value – $\$4,650$ benchmark = $\$2,400$.)

EXAMPLE 3: A household owns a non-excluded all-terrain vehicle (ATV) that is not licensed. The fair market value, according to the dealer is \$5,000. The household owes \$4,000 on the ATV. The fair market value less \$4,650 is \$350. The equity value is \$1,000. \$1,000 will be counted as a resource to the household. (See [SNAP 4860](#) for instructions on determining accessibility.)

EXAMPLE 4: A household owns a non-excluded boat, motor, and trailer with a fair market value of \$1,000. The household values the boat and motor at \$500. The fair market value less \$4,650 is zero. The household owes nothing on the trailer. The household values the trailer at \$500. The fair market value less \$4,650 is zero. The equity value is \$1000 for the boat, motor and trailer. \$1000 will be counted as a resource to the household. (See [SNAP 4860](#) for instructions on determining accessibility.)

4851 Determining Fair Market Value

SNAP Manual 01/01/07

Fair market value will be based on the wholesale value as verified by one of following free web sites:

- CarPrices.com
- Autopricing.com
- Intellichoice.com
- Edmunds.com
- Kelley Blue Book (kbb.com).

No other web sites will be considered acceptable. When the wholesale value is not available, a comparable value (i.e., trade-in or loan value) must be used. The DHS county office worker will print a copy of the web page showing the vehicle value and file it in the case record.

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7B4800 Vehicles

47B4851 Determining Fair Market Value

Fair market value is the average trade-in value of the vehicle as listed on the selected web site unless the household disputes the value and presents conclusive proof that the information obtained from the web site is inaccurate.



NOTE: The value of special or optional equipment or low mileage will not be considered when determining the average trade-in value of a vehicle.

When a non-excluded vehicle is too new to appear on the web sites, the worker may determine the current average **trade-in** value by contacting a local car dealer or by consulting a recent newspaper ad for **used cars** of the same make, model, and year. (A copy of the ad should be placed in the case record as documentation.) Information such as contracts for purchase may be inaccurate because vehicles decrease in value substantially once they become “used.”

When a non-excluded vehicle is too old to appear on the web sites, the worker may accept the household’s statement of value if the statement is not questionable. To determine if the statement is questionable, the worker will consider the age and make of the vehicle. For example, luxury cars such as Cadillac’s, Mercedes, and Porsches do not lose value as quickly as other cars. A four-wheel drive vehicle will usually retain a high value also. Antique vehicles may have a high resale value if such vehicles have been properly maintained or have been restored. If the assigned value is questionable and information about the vehicle cannot be found on any of the designated web sites, the worker may accept a statement from a dealer or a copy of a newspaper ad for a similar vehicle. (A copy of the ad should be placed in the case record as documentation.)

A household may indicate that for some reason such as body damage, inoperability due to motor failure or other major malfunction, or high mileage, a vehicle is in less than average condition. Households are allowed to contest the web sites value of a vehicle when its depreciated condition, in comparison with the average condition of the same make, model, and year of vehicle, makes its value “less than average.” The worker may accept statements from reputable repair shops to verify high mileage motor failures or other major malfunctions. Police reports or insurance documents may be accepted as proof of the current condition if a vehicle has been wrecked. Other proof may be accepted if it is conclusive in the worker’s judgment.

The fair market value of non-excluded unlicensed vehicles is determined in the same manner as the fair market value of non-excluded licensed vehicles. See [SNAP 4851](#) above.

EXAMPLE: A household owns a 1968 Ford Thunderbird that is currently being restored. It is unlicensed. The household estimates that the current fair market value of the

SNAP CERTIFICATION MANUAL – SECTION 4000

7B4800 Vehicles

47B4851 Determining Fair Market Value

Thunderbird is \$1,000. The household owes nothing on the car. \$1,000 will be added to the household's other resources.

Normally, the fair market value of a "junked" vehicle will be the price the household anticipates it could receive if the vehicle were sold for scrap. Antique car and truck bodies may sell for more if they are in a condition to be restored. The worker will accept the household's statement of the value of a "junked" vehicle unless it is questionable. For vehicles that do not appear on the web sites, the vehicle's current value may be substantiated by statements from dealers or newspaper ads. (See above.)

It is the household's responsibility to provide conclusive proof of the vehicle's current fair market value. If documentation submitted by a household is inconclusive or questionable, the worker may request additional documentation. Or, the worker may contact collateral sources such as dealers to determine how the value was assigned to the vehicle. Before contacting the dealer, the worker may wish to consult publications similar to the "NADA Book" or may check newspaper ads to determine the value of similar vehicles.

The worker must document:

1. Why the documentation provided is considered questionable or inconclusive - e.g. was the value stated by a dealer substantially less than the web site value? Was any reason given by the dealer for this difference in value? Is the reason plausible?
2. What the household was instructed to do to clear up the questionable documentation. The household must be issued a *Request for Information (DCO-191)* specifying what action the household must take.
3. How the worker finally arrived at the fair market value of the vehicle, which is the subject of the dispute. The worker must include all contacts made by the worker or information obtained by the worker as well as any information provided by the household. When a newspaper ad is used to establish the fair market value of a vehicle, either a dated copy of the ad or a dated original must be attached to the case record.

The fair market value of boats, motors, campers, motorcycles, recreational vehicles, etc. not listed on the web sites will be determined through current newspaper advertising or a dealer's statement. The worker may accept the household's statement about the value of older model vehicles, "junked" vehicles and vehicles that are generally known to be inexpensive.

SNAP CERTIFICATION MANUAL – SECTION 4000

7B4800 Vehicles

48B4860 Accessibility of Vehicles

4860 Accessibility of Vehicles

SNAP Manual 07/01/01

If resource value of any non-excluded vehicle makes the household ineligible to receive SNAP benefits due entirely or in part to the countable value of a vehicle, the county office worker must determine if that vehicle is an inaccessible resource. A vehicle is considered to be inaccessible if, as a practical matter, the household would be unable to sell the vehicle for a significant return. This means that unless the household would receive more than \$1,500 for the sale of the vehicle, the vehicle would not produce a significant return and would be considered an inaccessible resource. If the estimated return (equity value) assigned to the vehicle is \$1,500 or less, the vehicle will not be considered an available resource. None of the vehicle's value will be counted as a resource.

To determine the equity value, the worker will subtract the amount owed by the household on the vehicle from the fair market value of the vehicle. See [SNAP 4851](#) for instructions on establishing fair market value. The amount owed on the vehicle will be verified if the information provided by the household is questionable.

EXAMPLE: A household owns a 1999 Honda Civic with a fair market value of \$9,450. The countable resource value is calculated as $\$9,450 - \$4,650 = \$4,800$. The worker must determine if the vehicle is accessible by subtracting the amount owed on the vehicle from the fair market value - $\$9,450$ fair market value - $\$9,000$ amount owed on vehicle = $\$450$ estimated return. The countable resource value is \$0.

If the estimated return on the vehicle is \$1,501 or more, only the amount of the estimated return (equity value) would be counted as a resource.

EXAMPLE: A household owns a 1999 Honda Civic with a fair market value of \$9,450. The countable resource value is calculated as $\$9,450 - \$4,650 = \$4,800$. The worker must determine if the vehicle is accessible by subtracting the amount owed on the vehicle from the fair market value - $\$9,450$ fair market value - $\$7,500$ amount owed on vehicle = $\$1,950$ estimated return. The vehicle is an accessible resource.

Accessibility will be determined whenever a vehicle is first reported. Thereafter, accessibility will be re-determined only at application, initial, and recertification. Accessibility will be determined only so long as the value of the vehicle makes the household ineligible to participate in the Supplemental Nutrition Assistance Program.

SNAP CERTIFICATION MANUAL – SECTION 4000

7B4800 Vehicles

49B4870 Vehicle Desk Guide

4870 Vehicle Desk Guide

SNAP Manual 01/01/07

Actions Needed to Assess Vehicles	Vehicles to be Considered	Amount to be Excluded from Resources	Amount Considered toward Resource Level
Step 1. Determine Which Vehicles Are Excluded by Policy	<u>Licensed or Unlicensed Vehicles which are:</u> <ul style="list-style-type: none"> • Used primarily for income producing purposes (over 50% of vehicle’s use). • Annually producing income consistent with fair market value. • Necessary for long distance travel (other than daily commuting) essential to employment. • Used as the household’s home. • Necessary to transport a physically individual with disability household. • Necessary to carry primary source of fuel (heating or water home use). 	Totally Excluded	-0- Resource Value
Step 2. Exclude One Vehicle Per Household	Most expensive licensed or unlicensed vehicle not already excluded. (<i>Exclude most expensive vehicle unless it is more advantageous to the household to exclude another vehicle.</i>)	Totally Excluded	-0- Resource Value
Step 3. Determine Countable Resource Value of Non-Excluded Vehicles	<u>Licensed vehicles:</u> One per adult household member and any additional vehicles used by a household member under age 18 to commute to work or school or to look for work.	Count as a resource.	Count the fair market value of vehicle minus \$4,650 disregard. If the remainder is above -0-, count the remainder as a resource.

SNAP CERTIFICATION MANUAL – SECTION 4000

7B4800 Vehicles

49B4870 Vehicle Desk Guide

Actions Needed to Assess Vehicles	Vehicles to be Considered	Amount to be Excluded from Resources	Amount Considered toward Resource Level
Step 4. Determine Resource Value of Remaining Vehicles	Remaining licensed and unlicensed vehicles.	Count as a resource.	Count <u>the greater of</u> the fair market value less \$4,650 <u>or</u> the equity value as a resource.
Step 5. If household is ineligible, determine accessibility.	Determine the accessibility of any vehicle with a value great enough to make the household ineligible to participate in the Supplemental Nutrition Assistance Program. Any vehicle with an equity value of \$1,500 or less is inaccessible.	Exclude inaccessible vehicles.	Count the equity value of accessible vehicles as a resource.

SNAP CERTIFICATION MANUAL – SECTION 4000

8B4900 Special Resource Situations

50B4910 Jointly Owned Resources

4900 Special Resource Situations

SNAP Manual 09/01/88

4910 Jointly Owned Resources

See [SNAP 4601](#) for instructions on handling jointly owned bank accounts. Other resources owned jointly by two or more households are considered totally available to the household unless it can be demonstrated that the resource is inaccessible. A jointly owned resource is considered inaccessible if it cannot be practically subdivided, and the household's access to the resource is dependent upon the agreement of the joint owner who refuses to comply.

If a household only has access to a portion of a resource, only the accessible portion is counted. If a resource is totally inaccessible because the joint owner refuses to cooperate, the entire value of the resource is disregarded.



NOTE: When determining accessibility to jointly owned resources, ineligible aliens and disqualified individuals residing with the household are considered household members.

4920 Court Litigation/Pending Divorce

SNAP Manual 09/01/88

Resources owned jointly by individuals who are awaiting a decision of the court to determine ownership will not be considered when determining the resource value for either individual.

When the property is awarded by the court to one or the other of the individuals, it becomes a resource to the individual who was awarded the property.

4930 Resources of Disqualified Members or Ineligible Members

SNAP Manual 09/01/88

The total value of resources belonging to disqualified or ineligible household members will be considered totally available to the household if:

- The individual is disqualified from the program for intentional program violation per [SNAP 1623.2](#);
- The individual is an ineligible alien per [SNAP 1621](#) who would otherwise be considered a household member; or
- The individual is disqualified for failure to comply with the SSN requirements or work registration requirements. See [SNAP 1623.1](#).

SNAP CERTIFICATION MANUAL – SECTION 4000

8B4900 Special Resource Situations

53B4940 Resources of Sponsored Aliens

The same resource exclusions that apply to eligible household members will apply to resources claimed by ineligible aliens or disqualified persons when determining a household's total resources.

EXAMPLE: Work related equipment essential to the employment of an ineligible alien or disqualified person will be excluded per [SNAP 4440](#).

One burial lot per ineligible alien or disqualified person will be excluded per [SNAP 4460](#).

4940 Resources of Sponsored Aliens

SNAP Manual 10/01/91

See [SNAP 1621.6](#) for the procedures for handling the resources of sponsored aliens when a portion of the sponsor's resources has been deemed to the household.

4950 Non-recurring Lump Sum Payments

SNAP Manual 10/01/91

Non-recurring lump sum payments are considered a resource in the month received unless otherwise excluded. Examples of lump sum payments include, but are not limited to the following payments.

1. Federal and state income tax refunds, rebates, or credits.
2. Child support when received as the result of the interception of a State or Federal income tax refund. Other child support payments that cover a prior period of time will be handled as explained in [SNAP 5704](#). (*Child support for a prior period that is paid in a lump sum to catch up on payments is not considered to be a non-recurring lump sum payment.*)
3. Refunds of security deposits on rent or utilities.
4. Lump sum insurance payments such as, but not limited to, settlements for damages to a household member's property, life insurance payoffs, crop insurance payments and lump sum Worker's Compensation settlements.
5. Loans with the exception of deferred payment student loans. See [SNAP 1622.4](#) for instructions on handling student loans.
6. One-time payments for damages received through a court or through an out of court settlement.
7. Cash gifts, awards, or prizes when received on a one-time basis. See [SNAP 5709](#) for instructions on handling recurring payments.

SNAP CERTIFICATION MANUAL – SECTION 4000

8B4900 Special Resource Situations

55B4951 Handling

8. The proceeds (net) from the sale of personal property when payment is received on a one-time basis. See [SNAP 5710](#) when payments are received in installments.
9. Work Incentive payments received upon the completion of the program;
10. Retroactive Social Security, or Railroad Retirement payments or any other retroactive benefit payment. TEA and SSI lump sum payments will be excluded as a resource so long as the recipient continues to be eligible for the benefit. See [SNAP 4951](#) for instructions. If the recipient is no longer eligible for SSI or TEA, the lump sum payment will be considered a resource.
11. Retroactive Wages (net) paid on a one-time basis to correct a previous underpayment or to otherwise adjust wages.
12. Vacation Pay (net) when received as a one-time payment after termination or layoff.
13. Severance Pay (net) when received as a one-time payment. See [SNAP 5716](#) for instructions on handling severance pay received in installments.
14. Salary Bonuses (net) which cannot be considered to be annual bonuses. See [SNAP 5502](#) for additional information.

4951 Handling

SNAP Manual 12/01/93

Only the amount of the lump sum payment available to the household will be considered a resource. For applicant households, the county office worker must consider the amount of the payment available as of the day of the interview to be a countable resource. For active households, the county office worker must consider the amount of the payment available as of the date of change or the end of the applicable ten-day notice period to be a countable resource.

To determine the countable resource amount, the worker will consider only the net amount of the payment. For example, a client may be entitled to a \$10,000 settlement from Workman's Compensation but receive a check for \$7,000 after legal fees. \$7,000 would be considered the amount of the lump sum payment.

After the net amount of the payment has been determined, the worker must deduct any expenditure the household claims to have made from the payment. For example, a household receives a \$7,000 lump sum payment, and claims expenditures as follows:

1. \$3,000 to a car dealer for a used car.
2. \$500 to a furniture store.
3. \$800 for repairs to the house.
4. \$400 for clothes and shoes for the children.

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8B4900 Special Resource Situations

56B4952 Verification

5. \$500 to a relative to repay a loan.
6. \$400 to a doctor to pay a previous bill incurred for one of the children.

After expenditures, the balance of the lump sum payment remaining is \$1,400. The household would continue to be eligible if no other resources were available.

When a lump sum payment is reported, the household will be given an opportunity to establish the net amount of the payment and any expenditure. For applicant households, see [SNAP 8500](#). For active households, see [SNAP 11422](#).

4952 Verification

SNAP Manual 09/01/88

The net amount of the payment may be verified through letters or documents provided by the source of the payment. Collateral contact with the source of the payment may also be used as verification.

Expenditures declared by the household will be verified if questionable. It will be sufficient to verify any declared liquid resources if the expenditures declared by the household are not questionable.

Questionable expenditures may be verified through receipts furnished by the household. If the household claims it has no receipts and cannot obtain them, all expenditures including the ones determined questionable will be listed in a signed statement completed by the household. The household will then be asked to furnish proof of current bank account levels and a listing of recent withdrawals.

If the household claims, the payment was never deposited in the bank and has been expended to the point that the household is eligible; the county office worker must request the following information:

- a. Verification of the lump sum payment;
- b. Receipts or other documentation of any questionable expenditures; and
- c. The household's written, signed statement of the amount remaining from the payment.

Collateral statements may be requested when the household is unable to furnish any other verification of a lump sum payment and/or questionable expenditures. When neither the household nor the county office worker can obtain the needed verification, the client's statement of the amount remaining will be accepted along with proof that the household has no accounts currently active in local banks and/or savings and loans. This proof must include

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8B4900 Special Resource Situations

57B4953 Documentation

statements of accounts recently closed and/or transferred. Either the household may furnish this proof, or the county may obtain the household's written consent to contact these banks by letter to request this information. If the household refuses to furnish this proof or refuses to consent to the county contacting these institutions, the application will be denied. (Active cases will be closed.)

4953 Documentation

SNAP Manual 10/01/86

The county office worker must document the amount and the source of the payment and must specify the gross and net amount if applicable. All expenditures claimed by the household must be documented.

All verification obtained for the amount of the payment and questionable expenditures must be documented. The documentation must state why expenditures are considered questionable. When the household claims to be having difficulty establishing the amount of questionable expenditures, all attempts made by either the household or the worker to obtain verification must be documented. The worker must also document how the current available amount of the payment was established. If the household refuses to verify questionable expenditures or the amount of the payment, the worker must document the refusal including the date of the refusal and the reason for the refusal if one was given.

4960 Excluded and Countable Resources Combined Into One Account

SNAP Manual 10/01/86

Funds designated as excluded resources retain their exclusion when combined with non-excluded funds in a single bank account. The period of exclusion is determined by the reason for the exclusion.

1. Resources Excluded by Law



NOTE: Funds excluded as a resource by law and kept in an account separate from non-excluded funds retain their exclusion indefinitely. (See [SNAP 4450](#) for a list of resources excluded by law.)

Excluded funds combined in one account with countable funds retain their exemption for six months from the date they are combined. After expiration of the six-month period, all funds in the account are counted as a resource. If withdrawals are made

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8B4900 Special Resource Situations

59B4970 Transfer of Resources

prior to the end of the six-month period of exclusion, the entire account immediately becomes a countable resource.

2. Resources Excluded as Income

Resources excluded as income (e.g. the income of students or self-employed individuals) that are combined in an account with non-excluded funds retain their exclusion for the entire period of proration.

EXAMPLE: A farmer reports a \$1,000 checking account at application interview. Between the time of the interview and the date of certification, he sold some soybeans for \$5,000. This money was deposited into the checking account increasing the balance to \$6,000, which exceeds the allowable resource limit. However, since the money deposited from the sale of the crops is prorated income and excluded as a resource, the household's resources are determined to be \$1,000.

Combined accounts will be verified when questionable. Acceptable verification include bank statements verifying the current amount in the combined account and indicating recent withdrawals and deposits or collateral statements verifying the amount of the excluded resource and the date deposited.

The following information must be documented:

- a. Total amount in the account;
- b. The amount determined to be an excluded resource;
- c. The amount determined to be a non-excluded resource;
- d. Whether the excluded resource is excluded by law or prorated income; and
- e. If verification was requested, why the account was considered questionable and the verification obtained.

4970 Transfer of Resources

SNAP Manual 10/01/86

4971 Determining if a Transfer Has Occurred

SNAP Manual 10/01/86

At the time of the application interview, households must be asked if any household member (or disqualified person whose resources are considered available to the household) has transferred any resources during the 3-month period immediately preceding the date of the application interview.

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8B4900 Special Resource Situations

61B4972 Transfers Not Resulting in Disqualification

Households that knowingly transfer countable resources during this period for the purpose of qualifying or attempting to qualify for SNAP benefits must be disqualified from participating in the Supplemental Nutrition Assistance Program for up to one year from the date of discovery of the transfer. The disqualification penalty also applies to households that transfer resources after they are determined eligible in order to remain eligible.

EXAMPLE: A household acquires a resource after being certified, and transfers the resource to prevent the household from exceeding the resource limit.

4972 Transfers Not Resulting in Disqualification

SNAP Manual 10/01/86

Eligibility for SNAP benefits is not affected by the transfers listed below.

- Resources, which would not otherwise affect eligibility. This includes the transfer of resources that are already excluded or resources that, when added to all other non-exempt resources, would not put the household over the resource limit. For example, if a parent who is participating in the Program transfers his home to a child but continues to live in it, no disqualification will be imposed. The home was already excluded as a resource.
- Resources that are sold or traded at or near fair market value.
- Resources transferred between members of the same SNAP household (including disqualified persons whose resources are being considered available to the household).
- Resources transferred for reasons other than qualifying or attempting to qualify for benefits. A parent places funds into an inaccessible educational trust fund.
- The removal of an individual's name from a bank account by the major owner of the account. The major owner is the original owner of the funds deposited into the account.

4973 Transfers Resulting in Disqualification

SNAP Manual 10/01/86

Households must be given a reasonable opportunity to explain the circumstances surrounding a transfer of resources. If the household can establish a valid reason for the transfer (other than the intent to qualify), the household will not be disqualified.

If an applicant household has transferred resources knowingly, with the intent to qualify, the application will be denied. The denial notice will state the reason for and the length of the

SNAP CERTIFICATION MANUAL – SECTION 4000

8B4900 Special Resource Situations

63B4974 Periods of Disqualification

disqualification as well as the household's right to an administrative hearing. The disqualification period will begin with the month of application.

If the household is certified at, the time the transfer is discovered, a notice of adverse action that explains the reason for and the length of the disqualification must be sent. The disqualification period begins with the first benefits authorized after the expiration of the adverse action period, unless the household requests an administrative hearing and continued benefits.



NOTE: A disqualification penalty can be imposed only once for the same transfer.

4974 Periods of Disqualification

SNAP Manual 07/01/01

To determine the length of the disqualification period, the county office worker must add the value of the transferred resource to the total countable resources and then subtract the resource limit. The remainder will be used to determine the period of disqualification as explained in the following chart.

AMOUNT IN EXCESS OF THE RESOURCE LIMIT	PERIOD OF DISQUALIFICATION
\$ 0 - \$ 249.99	1 month
250 - 999.99	3 months
1,000 - 2,999.99	6 months
3,000 - 4,999.99	9 months
5,000 - and up	12 months

EXAMPLE: A 54-year-old woman made application for SNAP benefits as a one-person household. One week before she submitted the application, the woman transferred \$3,000 from a bank account to a relative leaving a balance of \$1,000 in the account. The household's total countable resources are \$1,000. The value of the transferred resources is \$3,000.

$$\$1,000 \text{ countable resources} + \$3,000 \text{ amount of transfer} = \$4,000$$

$$\$4,000 - \$2,0250 \text{ resource limit} = \$1,750$$

The transfer will result in a six-month disqualification.

SNAP CERTIFICATION MANUAL – SECTION 5000

5100 Income – Summary

5110 Bankruptcy

5100 Income – Summary

SNAP Manual 01/01/00

This section describes income which must be considered when determining Supplemental Nutrition Assistance Program eligibility and benefit level. It explains which income is to be excluded during eligibility determination and which income must be included in the eligibility determination. Verification guidelines for this countable income are provided.

Income is classified as earned income or unearned income. The household is required to report all income at the time of application and any income anticipated to be received during the certification period. All earned and unearned income received on each household member is counted as income unless the income is excluded as specified in [SNAP 5400](#).

5110 Bankruptcy

SNAP Manual 01/01/00

Filing for bankruptcy has only a limited effect on the amount of income counted in a household's SNAP budget. However, the household's bankruptcy papers should be examined carefully to determine if the terms of the settlement will have any impact on the household's resource and/or deductible expenses.

After a household files for bankruptcy, the gross amount of any income (earned and unearned) received by the household will continue to be counted in the budget. Sometimes, the household's income goes to a trustee and the trustee pays the household's bills and gives the household a living allowance. The living allowance has already been counted as part of the household's gross income and so would not be counted as income again.

When a self-employed household (including any farmer) declares bankruptcy and continues to do the same type of business, the self-employment income continues to be counted in the SNAP budget. Often when a business or farm declares bankruptcy but continues to operate, some of the assets of the business are sold to pay the debts of the business. If the business owner (or farmer) sells property or equipment used in their business and uses the proceeds to pay off a loan, the money is counted as income in the self-employment enterprise. (See Capital Gains, [SNAP 5640](#).) Even if the proceeds of the sale are diverted to a bank to repay a loan, the money is still counted as income in the self-employment enterprise.

If the household is no longer allowed to continue the self-employment enterprise, the self-employment income is dropped from the SNAP budget. When the business no longer continues to operate and business collateral is turned over to a bank, either voluntarily or through

SNAP CERTIFICATION MANUAL – SECTION 5000

5100 Income – Summary

5110 Bankruptcy

repossession, it becomes the legal property of the bank. Even if the bank sells the collateral (land, equipment, etc.) and uses the proceeds to pay off a business loan, the proceeds of the sale are not counted as income in the self-employment enterprise.

When bankruptcy is declared, a creditor (or lender) may write off all or part of a loan or “forgive” the outstanding balance or the household’s current payment may be recalculated. If the amount due on a deductible expense (i.e., house payment) changes as a result of a bankruptcy, the worker will verify the amount currently incurred for the expense. The current amount will be used in the SNAP budget. Past due amounts will not be allowed even if included with current payments or even if paid through the court directly to the creditor. See [SNAP 6710](#).

A bankruptcy settlement normally states the household’s resources, which resources will be disposed to cover the household’s debts and under which conditions the household may retain other resources. If there are questions about whether resources retained by the household are accessible, a legal opinion should be requested through normal channels.

SNAP CERTIFICATION MANUAL – SECTION 5000

5200 Income Eligibility Standards

5200 Income Eligibility Standards

SNAP Manual 01/01/00

Income eligibility standards are based upon a household's classification as regular or age 60 or Older/Individual with Disability or categorically eligible. See [SNAP 1910](#) for an explanation of an age 60 or Older/Individual with Disability household. See [SNAP 1920](#) for an explanation of a categorically eligible household. All other households are considered regular households.

An age 60 or Older/Individual with Disability household must meet only the net income eligibility standards. Net monthly income is computed by adding all non-excluded income for all household members and subtracting all allowable deductions.

A regular household must meet both the net income eligibility standards and the gross income eligibility standards. Gross monthly income is all non-excluded gross earned and unearned income for all households' members. Net income is the household's income after subtracting all allowable deductions.

A categorically eligible household does not have to meet either the gross or net income eligibility standards.

5300 Definition of Income

SNAP Manual 01/01/00

Household income is any gain or benefit (usually in the form of money) from any source provided it is not excluded. See [SNAP 5400](#) for an explanation of excluded income.

EXAMPLE: A woman applies for SNAP benefits for herself and her children. She is separated from her husband; however, each month he deposits \$1,500 in the couple's joint checking account. The money deposited in the checking account is unearned income for SNAP purposes.

SNAP CERTIFICATION MANUAL – SECTION 5000

5400 Income Exclusions

5401 Child Support Payments which are Excluded

5400 Income Exclusions

SNAP Manual 01/01/03

Only the following types of income are excluded when determining SNAP eligibility:

- Child support payments obligated to OCSE to maintain eligibility
- Costs of producing self-employment income
- Earnings of a child who attends school
- Educational income
- By Federal statute
- In kind benefits
- Irregular income
- Loans
- Non-recurring lump sum payments
- Payments for third party beneficiaries
- Recoupments
- Reimbursements
- Vendor payments
- Earned income tax credits

See [SNAP 5401 - 5414](#) for a full explanation of excluded income.

5401 Child Support Payments which are Excluded

SNAP Manual 01/01/00

Child Support payments received by TEA recipients which are obligated to the Office of Child Support Enforcement (OCSE) to maintain TEA eligibility will not be counted as income. This exclusion applies even when such payments are not actually turned in to OCSE. It also applies to payments received by former AFDC and/or TEA recipients when held by OCSE and applied to previous AFDC and/or TEA arrearages.

Any child support payment received through an interception of a State or Federal income tax refund is excluded as non-recurring lump sum payments. Any child support payment received through interception of a lump sum Worker's Compensation payment is also excluded as a non-recurring lump sum payment. See [SNAP 4950](#) for instructions on handling lump sum payments.

Also see [SNAP 5704](#) for an explanation of child support to be counted as income.

SNAP CERTIFICATION MANUAL – SECTION 5000

5400 Income Exclusions

5402 Costs of Producing Self-Employment Income

5402 Costs of Producing Self-Employment Income

SNAP Manual 01/01/00

The costs of producing self-employment income are excluded from the household's gross self-employment income. See [SNAP 5663](#) for instructions.

5403 Earnings of a Child

SNAP Manual 01/01/00

The earnings of elementary or secondary school students age 17 or younger who continue to live with a parent and attend school classes at least half-time will be excluded. This includes students who attend classes to obtain a general equivalency diploma (GED) so long as the GED program is recognized, supervised or operated by the student's state or local school district. Half-time status will be defined by the school.

The earned income of a high school student must be counted beginning the month after the student turns 18. This applies regardless of marital status so long as the student continues to live with a parent.

This exclusion does not apply to students who have established a residence separate from their natural, adoptive or step parent or from the adult household member who exercises parental control over the student.

This exclusion applies during school breaks and summer vacation if the student plans to attend school when regular sessions resume. If the child's portion of the earned income cannot be determined, the income must be evenly prorated among all the individuals who earned the income. The child's pro rata share will be excluded as income.

5404 Educational Income

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Educational income received by eligible students will be excluded in its entirety. This exclusion covers all federal, state and privately funded educational assistance. Some common sources of educational income are listed below:

- Programs authorized under title IV of the Higher Education Act
- Programs authorized under the bureau of Indian Affairs (BIA) Student Assistance Programs
- Programs authorized under the Carl D. Perkins Vocational Education Act

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- Workforce Investment Act (WIA)
- Scholarships or other grants funded through private and publicly funded education programs
- VA educational assistance paid through the Montgomery GI Bill

5405 (By) Federal Statute

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Any income specifically excluded for SNAP purposes by any Federal statute is not counted as income. These income exclusions are listed below. Refer to [SNAP 4450](#) for an explanation of resources excluded by law.

1. Reimbursements from the Uniform Relocation Assistance and Real Property Acquisition Policy Act of 1970. (P. L. 91-646, Section 216.)
2. Payments to volunteers under the Domestic Volunteer Services Act of 1973 (P.L. 93-113), as amended. Payments under Title II of this Act are excluded. This includes such programs as the Retired Senior Volunteer Program (RSVP), Foster Grandparents Program, Senior Companions Program, and others. Payments under Title I of that Act (including payments from such Title I programs as VISTA, University Year for Action, and Urban Crime Prevention Program to volunteers) will be excluded for individuals who were receiving SNAP benefits or public assistance at the time they joined the Title I program. Temporary interruptions in Supplemental Nutrition Assistance Program participation do not affect this exclusion once an initial determination is made. New applicants who were not receiving public assistance or SNAP benefits at the time they joined VISTA will have these volunteer payments included as earned income.
3. Payments received by individuals from Community Services Employment as authorized by the Older Americans Act (P.L. 100-175). In Arkansas, this program is operated by the U.S. Forest Service, the American Association of Retired Persons (AARP), the National Center on Black Aging, the Experience Works Program (formerly the Green Thumb Program) and the Area Agency on Aging. Other organizations that receive some Title V funds are the National Council of Senior Citizens, National Association for Spanish Speaking Elderly, and National Urban League.
4. Payments or allowances made under Federal Law (other than provided under Title IV-A of the Social Security Act, e.g.- welfare block grant payments) for purpose of energy assistance including utility reimbursements made by the Department of Housing and Urban Development (HUD) and the Farmers Home Administration (FHA). Under the Low-Income Energy Assistance Act (P.L. 99-425, Section E) the amount of any home

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5405 (By) Federal Statute

- energy payments or allowances provided directly to or, or indirectly on behalf of a household is excluded. Examples of other excluded federal energy assistance are: Payments provided through the Department of Health and Human Services; payments from the Low Income Energy Assistance Program; the Community Services Administration's Energy Crisis Assistance and Crisis Intervention Programs and utility assistance payments. Under this provision, one time Federal or State payments for weatherization or emergency repair/ replacement of heating or cooling devices are excluded. A down payment followed by a final payment upon completion of the work will be considered a one-time payment for purposes of this provision.
5. Under the provisions of the Workforce Investment Act (WIA), which was formerly known as the JTPA, allowances and payments to individuals participating in programs under that Act are excluded as income with the following exception.

EXCEPTION: On the job training (OJT) payments provided under Section 204(5) of Title II of the Workforce Investment Act (WIA), formerly JTPA, are counted as income unless the payee is a dependent less than 19 years of age. If the payee is a dependent less than 19 years of age, OJT payments are excluded.

The Workforce Investment Act (WIA), formerly JTPA, exclusion applies to on-the-job training payments received under the Summer Youth Employment and Training Program.

P.L. 101-610, Section 117(d), 11-28-90, provides that the WIA income exclusion applies to projects conducted under Title I of the National and Community Services Act of 1990 as if such projects were conducted under the Workforce Investment Act (WIA), formerly JTPA, described in item 5 above. This includes:

- a. The Community Service, Schools and Service-Learning Act of 1990 (Serve-America);
 - b. The American Conservation and Youth Service Corps Act of 1990; and
 - c. The National Community Service Act (NCSA). There are about 47 different NCSA programs and they vary by State. Most of the payments are made as a weekly stipend or for educational assistance. The Higher Education Service Learning Program and the AmeriCorps Umbrella Programs come under this Title. The National Civilian Community Corps (NCCC) is a federally managed AmeriCorps program. The Summer for Safety Program is an AmeriCorps program. The School-to-Work Opportunities Program is funded under this Act. In Arkansas, the Delta Service Corps is administered under this Act. Payments, allowances, earnings and payments to individuals participating in programs under this Act are excluded as income.
6. P.L. 102-550, Housing and Community Act of 1992, Section 456(e) provides that payments made under the Youth Build Program are to be treated like Workforce

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Investment Act (WIA), payments. (These payments were formerly known as JTPA payments.) See item 5 above for an explanation of how to handle WIA payments.

7. Federal payments to Indians and Eskimos are excluded as stipulated below:
- Payments received under the Alaska Native Claims Settlement Act (P.L. 92-203, Section 29 dated 1/2/76 and Section 15 of P.L. 100-241, the Alaska Native Claims Settlement Act Amendments of 1987.
 - Payments received from the disposition of funds to the Grand River Band of Ottawa Indians (P.L. 94-540).
 - Income from certain sub-marginal land held in trust for certain Indian tribes (P.L. 94-114, Section 6). The tribes that may benefit are:
 - Bad River Band of the Lake Superior Tribe of Chippewa Indians of Wisconsin
 - Blackfeet Tribe
 - Cherokee Nation of Oklahoma
 - Cheyenne River Sioux Tribe
 - Crow Creek Sioux Tribe
 - Lower Brule Sioux Tribe
 - Devil's Lake Sioux Tribe
 - Fort Belknap Indian Community
 - Assiniboine and Sioux Tribe
 - Lac Courte Oreilles Band of Lake Superior Chippewa Indians
 - Keweenaw Bay Indian Community
 - Minnesota Chippewa Tribe
 - Navajo Tribe
 - Oglala Sioux Tribe
 - Rosebud Sioux Tribe
 - Shoshone-Bannock Tribes
 - Standing Rock Sioux Tribe
 - Funds distributed per capita to the Sac and Fox Indians or held in trust. (P.L. 94-189).
 - Payments by the Indian Claims Commission to the Confederated Tribes and Bands of the Yakima Indian Nation or the Apache Tribe of the Mescalero Reservation (P.L. 95-443).
 - Payments to the Passamaquoddy Tribe and the Penobscot Nation or any of their members received pursuant to the Maine Indian Claims Settlement Act of 1980 (P.L. 96-420, Section 5).

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- Per capita payments of \$2,250 and less made under Public Law 98-64 funds held in trust by the Secretary of Interior.
- Under 25 USCS 1408 (as amended by P.L. 93-134, P.L. 97-458 and P.L. 103-66, Section 13736, 10/7/93) interests of individual Indians in trust or restricted lands will not be considered a resource and up to \$2,250 per calendar year of income received by Indians from such interests will be excluded as a resource and as income. Interests include the Indian's right to or legal share of the trust or restricted lands. The exclusion applies to each individual Indian who has an interest.
- Payments of relocation assistance to members of the Navajo and Hopi Tribes (Pub. L. 93-531).
- Payments to the Turtle Mountain Band of Chippewas, Arizona (P.L. 97-403).
- Payments to the Blackfeet, Grosventre, and Assiniboine tribes (Montana) and the Papago (Arizona) P.L. 97-408).
- Per capita and interest payments made to the Red Lake Band of Chippewas (P.L. 98-123, Section 3, 10/13/83).
- Per capita and interest payments made to the Assiniboine Tribe of the Fort Belknap Indian Community and the Assiniboine Tribe of the Fort Beck Indian Reservation (Montana) (P.L. 98-124, Section 5).
- Payments to the Saginaw Chippewa Indian Tribe of Michigan (P.L. 99-346, Section 6 (b)(2)).
- Per capita payments to the Chippewas of Mississippi (P.L. 99-377, Section 4 (b), 8/8/86).
- Old Age Assistance Claims Settlement Act, provides that funds made to heirs of deceased Indians under this Act except for per capita shares in excess of \$2,250 (P.L. 98-500, Section 8, 10/17/84).
- Payments to the Puyallup Tribe of the State of Washington (P.L. 101-41, 6-21-89).
- Payments under the White Earth Reservation Land Settlement Act of 1985 to the White Earth Band of Chippewa Indians in Minnesota (P.L. 99-264).
- Payments under the Seneca Nation Settlement Act of 1990 to members of the Seneca Nation (P.L. 101-503).
- Funds appropriated in satisfaction of judgments awarded to the Seminole Indians in dockets 73, 151, and 73-A of the Indians Claims Commission.
- Funds distributed or held in trust for members of the Chippewas of Lake Superior (P.L. 99-146).

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5400 Income Exclusions

5405 (By) Federal Statute

- Assistance paid under P.L. 95-608, the Indian Child Welfare Act of 1978.
 - Payments to the Confederated Tribes of the Colville Reservation under the Grand Coulee Dam Settlement Act (P.L. 103-436).
 - Michigan Indian Claims Settlement Act which pertains to judgment funds of the Ottawa and Chippewa Indians of Michigan.
8. Under P.L. 99-576, Veterans Benefits and Health Care Authorization Act of 1986, any amount by which the basic pay of military service personnel is reduced to fund the G.I. Bill. Under U.S.C., Title 38 Sections 1411 (b) and 1412 (c), the amount by which the basic pay of an individual is reduced to fund the G.I. Bill will not be considered to have been received by or to be within the control of this individual.



- NOTE:** Section 216 of P.L. 99-576 authorizes stipends for participation in a study of Vietnam-era psychological problems. These payments are counted as unearned income.)
9. Cash donations, based on need, received from one or more private, nonprofit charitable organizations to the extent that such donations do not exceed \$300 in a Federal fiscal year quarter as mandated by the Charitable Assistance and Food Bank Act of 1987 (P.L. 100-232).
10. Payments made to Vietnam veterans under the Agent Orange Veteran Payment Program as authorized by P.L. 101-201. P.L. 101-239, the Omnibus Reconciliation Act of 1989, Section 10405, excludes payments made from the Agent Orange Settlement fund or any other fund established pursuant to the settlement in the Agent Orange product liability litigation, M.D.L. No. 381 (E.D.N.Y.)
- EXCEPTION:** Payments made to Vietnam Veterans under the Agent Orange Act of 1991, P.L. 102-4, are not excluded as income. Veterans of the Vietnam War who are determined to be eligible for veterans' benefits as a result of exposure to Agent Orange will be issued payments in accordance with P.L. 102-4. Refer to [SNAP 5723](#) for additional information.
11. Under P.L. 104-102, Section 1805(d), monthly allowances paid to a child of a Vietnam Veteran for any disability resulting from spina bifida suffered by such child.
12. Under P.L. 106-419, Section 1815 (a), monthly allowances paid to any individual with one or more covered birth defects if he or she is a child of a woman Vietnam veteran.
13. Under the Civil Liberties Act of 1988 (P.L. 100-383), payments to U.S. citizens of Japanese ancestry and permanent resident Japanese aliens or their survivors and Aleut residents of the Pribilof Islands and the Aleutian Islands, Islands West of Unimack Island.

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14. Payments received through the Radiation Exposure Compensation Act (P.L. 101-426, Section 6(h)(2), 10/15/90). This law establishes a program to compensate individuals for injuries or deaths resulting from exposure to radiation from nuclear testing and uranium mining in Arizona, Nevada and Utah.
15. Payments received from the Federal Emergency Management Assistance (FEMA) under P.L. 93-288, Sec. 312 (d) as amended by P.L. 100-707, Section 105 (i) the Disaster Relief and Emergency Assistance Amendments of 1988. Funds distributed by FEMA due to a major disaster or emergency are excluded as income. Not all payments from FEMA are for disaster or emergency assistance. This exclusion applies to Federal assistance provided to persons directly affected and to comparable disaster assistance provided by states, local governments, and disaster assistance organizations. For payments to be excluded, the disaster or emergency must be declared by the President.
16. Disaster Unemployment Assistance paid under Public Law 100-707, the Robert T. Stafford Disaster Relief and Emergency Assistance Act, to any individual unemployed as a result of a major disaster. Individuals cannot be eligible for any other unemployment compensation and also receive disaster unemployment benefits. Payments are limited to 26 weeks.
17. Disaster Relief Employment funded through national emergency grants made available to States that have suffered an emergency or a major disaster as defined in Public Law 100-107, the Robert T. Stafford Disaster Relief and Emergency Assistance Act. These grants provide funds that are expended through public and private organizations for temporary job creation in areas declared eligible for public assistance by FEMA, subject to the limitations of the WIA, section 173 (d). The employment will be on projects that provide food, clothing, shelter, and other humanitarian assistance for disaster victims, or projects that provide demolition, cleaning, repair, renovation and reconstruction etc. within the disaster area. Individuals are eligible to be offered disaster relief employment if he or she is a dislocated worker, has been unemployed for a long term, or is temporarily or permanently laid off as a result of the disaster. No individual can be employed for more than 6 months as the result of a single natural disaster.
18. Income amounts necessary for the fulfillment of a PASS (Plan for Achieving Self-Support) plan under Title XVI of the Social Security Act. Verification of the existence of the PASS and the amounts of resources and income set aside by the plan may be obtained from SSA.

See [SNAP 5413.2](#) for additional information about IDAs.

19. The value of assistance to children under P.L. 89-642, Section 11(b) of the Child Nutrition Act of 1966 and P.L. 79-396, the National School Lunch Act. The Child

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- Nutrition Act authorizes the Special Milk Program, the School Breakfast Program, and the WIC Program. (See item 20 for additional information about the WIC Program.) The National School Lunch Act authorizes the School Lunch Program, the Summer Food Service Program for children, the Commodity Distribution Program and the Child and Adult Care Food Program. The exclusion applies to assistance provided to children rather than that paid to providers.
20. Benefits received from the Special Supplemental Food Program for Women, Infants and Children (WIC) under P.L. 92-443, Sec. 9 and P.L. 100-435, which amended Section 17(m)(7) of the Child Nutrition Act of 1966.
 21. Under P.L. 102-586, Section 8, the Child Care and Development Block Grant Act Amendments of 1992, the value of any child care provided or arranged (or any amount received as payment for such care or reimbursement for costs incurred for such care) under this subchapter.
 22. Payments made to individuals because of their status as victims of Nazi persecution under P.L. 103-286. This exclusion is effective for eligibility and benefit level determinations made on or after August 1, 1994.
 23. Under P.L. 101-508, the Omnibus Reconciliation Act of 1990, earned income credit (EIC) payments s under section 3507 of the Internal Revenue Code. EIC payments are received as part of the employee's paycheck through a reduction in taxes withheld.
 24. Under P.O. 103-22, compensation made to crime victims as authorized by the Crime Act of 1984.
 25. Under P.L. 107-171, the Food Stamp Reauthorization Act of 2002, all student financial assistance. See [SNAP 1622.3](#).
 26. Under P.L. 101-625, section 22(i), Cranston-Gonzales National Affordable Housing Act, dated 11/28/90 42 USCS 1437t(i) - no service provided to a public housing resident under section 22(l) of this law may be treated as income. This exclusion applies to services such as child care, employment training and counseling, literacy training, computer skills training, assistance in the attainment of certificates of high school equivalency and other services. It does not apply to wages or stipends. Wages and stipends are counted as income.
 27. Funds withdrawn from a Department of Housing and Urban Development's (HUD) Family Self-Sufficiency Program escrow account are excluded as income when determining eligibility for SNAP. See [SNAP 5413.2](#) for additional information about this exclusion.
 28. Under P.L. 104-193, section 103 (a) which amended Section 404 (h) of Part A of Title IV of the Social Security Act, funds (including accrued interest) in an individual development account (IDA) under the TANF Block grant program will be excluded during

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5400 Income Exclusions

5406 In-Kind Benefits

any period during which the individual maintains or makes contributions into such an account. See [SNAP 5413.2](#) for additional information about IDAs.

5406 In-Kind Benefits

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In-kind benefits are any gain or benefit which is not in the form of money payable directly to the household. In-kind benefits that are excluded include:

1. Meals;
2. Clothing;
3. Public housing;
4. Produce from a garden;
5. Shelter provided to an employee;

EXAMPLE: A farmer hires a household member as a laborer. The household is provided with a house on the farmer's farm and utilities are free of charge. The house and utilities are considered in-kind benefits and excluded as income.

5407 Irregular Income

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Any recurring income that does not exceed \$30 in a three-month period and that is received too infrequently or irregularly to be reasonably anticipated is excluded as income. The three month period begins with the first month in which income is received from a particular source.

5408 Loans

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All loans are excluded as income. This includes loans from private individuals as well as commercial loans. A formal repayment agreement is not required. However, the intent to repay the loan must exist.

EXAMPLE: A household member receives a loan from his brother in the amount of \$1,600.00 for the purpose of buying a stereo system. The total amount of the loan is to be repaid. There were no documents signed since both parties verbally agreed to the terms. The amount of the loan (\$1,600) is totally excluded as income to the household.

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5400 Income Exclusions

5409 Non-Recurring Lump Sum Payments

See [SNAP 5415](#) for instructions on verifying loans.

See [SNAP 4950](#), [Lump Sum Payments](#), for instructions on handling the receipt of loans.

5409 Non-Recurring Lump Sum Payments

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One-time lump sum payments are excluded as income. Examples of lump sum payments include, but are not limited to, the following payments:

1. Federal and State income tax refunds, rebates, or credits.
2. Child Support when received as the result of the interception of a State or Federal income tax refund. Other child support payments will be handled as explained in [SNAP 5704](#).
3. Refunds of security deposits on rent or utilities.
4. Lump sum insurance payments such as, but not limited to, settlements for damages to a household member's property, life insurance payoffs, crop insurance payments and lump sum Worker's Compensation settlements.
5. Loans.
6. One-time payments for damages received through a court or through an out of court settlement.
7. Cash gifts, awards, or prizes when received on a one-time basis. See [SNAP 5709](#) for instructions on handling recurring payments.
8. The proceeds (net) from the sale of personal property when payment is received on a one-time basis. See [SNAP 5710](#) when payments are received in installments.
9. Work incentive payments received upon the completion of the program.
10. Retroactive Social Security or Railroad Retirement payments or any other retroactive benefit payment.
TEA and SSI lump sum payments will be excluded as a resource so long as the recipient continues to be eligible for the benefit. See [SNAP 4451](#) for instructions. If the recipient is no longer eligible for TEA or SSI, the lump sum payment will be considered a resource.
11. Retroactive wages (net) paid on a one-time basis to correct a previous underpayment or to otherwise adjust wages.
12. Vacation pay (net) when received as a one-time payment after termination or layoff.
13. Severance pay (net) when received as a one-time payment. (See [SNAP 5716](#) for instructions on handling severance pay received in installments.)
14. Salary bonuses (net) that cannot be considered to be annual bonuses. See [SNAP 5502](#) for additional information.

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5400 Income Exclusions

5410 Recoupments

15. Transitional Employment Assistance (TEA) Diversion Assistance Payments.

Non-recurring lump-sum payments excluded as income must be counted as a resource in the month received, unless specifically excluded as a resource by Federal statute or regulation. See [SNAP 4450](#) for a list of resources excluded by law.

See [SNAP 4951](#) for instructions on handling lump-sum payments.

5410 Recoupments

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A recoupment is the voluntary or involuntary return of money from and assistance payment, earned income or other income source to repay a previous overpayment received from that income source. Monies being withheld from social security, SSI benefit or other federal payments to repay a SNAP overpayment under the Treasury Offset Program (TOP) will NOT be excluded as income. The gross benefit amount must be counted in the SNAP budget. See [SNAP 15930](#) for information about the TOP Program.

Monies currently being recouped are excluded as income if both of the following conditions are met.

CONDITION 1: The income in which the overpayment occurred must not have been excluded in the SNAP budget at the time of overpayment.

EXAMPLE: The Office of Child Support Enforcement (OCSE) determined that a child support recipient was overpaid because she kept child support payments for a child who was receiving TEA cash assistance. These child support payments were excluded as income in the SNAP budget at the time this overpayment occurred. The household no longer receives TEA cash assistance but does continue to receive child support through OCSE. Part of this child support is being recouped to repay the overpayment. Since the child support payments were excluded as income in the SNAP budget at the time of the overpayment, the gross child support income (including the amount being recouped) will be counted in the current SNAP budget.

CONDITION 2: For an overpayment in TEA (or AFDC) benefits, SSI benefits or HUD assistance, the overpayment must not be classified as an Intentional Program Violation (IPV). The agency administering the program makes the decision whether or not to classify an overpayment as an IPV. (DHS does conduct administrative hearings to determine fraud in TEA cases. See TEA 8100.) When the agency administering the program cannot or will not tell the county office worker if

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5400 Income Exclusions

5411 Reimbursements

an overpayment is classified as an IPV, the county office worker will assume this condition has been met. (See the next paragraph for additional information about SSI recoupments.)

Federal programs must have a process such as an administrative hearing in place to legally determine that an IPV has occurred. The Social Security Administration does not currently classify overpayments as an IPV through an administrative process. Therefore, any portion of a SSI benefit that is being recouped to repay an overpayment will be excluded as income even if it appears that the household was at fault for the overissuance.

Monies are being recouped from a social security check to repay an SSI overpayment will also be excluded as income in the SNAP budget even if household was at fault for the SSI overpayment.

If the county office worker determines that 1) the income was not excluded in the SNAP budget at the time the overpayment occurred and 2) the overpayment is not classified as an IPV by the agency administering the program, the amount currently being recouped will be excluded as income. If the income was excluded in the SNAP budget at the time the overpayment occurred **OR** if this is a TEA, AFDC, or HUD overpayment that is classified as an IPV through an administrative hearing, the full gross amount of the income (including the amount being recouped) will be counted in the SNAP budget.

5411 Reimbursements

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Payments which cover past or future expenses are excluded as income if the payment does not exceed the actual expense and does not represent a gain or benefit. This does not apply to reimbursements for normal living expenses such as rent, utilities, personal clothing, etc.



NOTE: No portion of a TEA cash assistance payment will be excluded as a reimbursement for past or future expenses.

To be excluded, the payment must be for a specifically identified expense and used for the purpose intended. Any portion of the payment that exceeds the actual incurred expense or covers normal living expenses is considered income. A payment is not considered excessive unless the provider or the household indicates the amount is excessive. When a payment covers several expenses, each expense does not have to be separately identified provided the payment covers only normal living expenses.

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5400 Income Exclusions

5412 Third-Party Beneficiary

Some, but not all, excludable reimbursements are listed below.

1. **Reimbursements or flat allowances for job related expenses such as travel, per diem, uniforms, or transportation to and from a job or a training site.**
2. **Reimbursements for out-of-pocket expenses incurred by volunteers during the course of volunteer work.**
3. **Medical or dependent care reimbursements.**
4. **Reimbursements received by households to pay for services provided by Title XX of the Social Security Act.**
5. **Utility reimbursements made by the Department of Housing and Urban Development (HUD) and the Farmers Home Administration (FMHA).**

See [SNAP 1622.3](#) for information about handling reimbursements received by students. See [SNAP 5714](#) for information about handling reimbursements for normal living expenses.

5412 Third-Party Beneficiary

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A beneficiary is an individual for whom a gain or benefit is intended.

An individual who receives an entitlement check such as VA or SSA is usually the intended beneficiary. However, in some cases, the intended beneficiary does not actually receive the income. Another individual is designated to receive the income as a payee and to use the income for the care and maintenance of the intended beneficiary. In these cases the intended beneficiary is called a third-party beneficiary.

Money received for the care and maintenance of a third party beneficiary who is not a household member is excluded to the extent that the money is actually used for the care and maintenance of the beneficiary.

EXAMPLE 1: Mr. Smith is the payee for his brother's SSI check. Mr. Smith and his brother do not live together. Mr. Smith states that he uses all of the SSI check to meet his brother's needs. None of the SSI check would be counted as income in Mr. Smith's SNAP case.

If the intended beneficiaries of a single payment are both household and non-household members, any identifiable portion of the payment intended and used for the care and maintenance of the non-household member is excluded.

EXAMPLE 2: Ms. Conway receives Social Security for herself and one child. Ms. Conway is enrolled in college. She lives on campus and the child lives with its grandmother.

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5400 Income Exclusions

5413 Vendor Payments

The grandmother receives SNAP. Ms. Conway states that she keeps \$100 of the social security payment and gives \$100 to the grandmother to take care of her child. \$100 will be counted in the grandmother's SNAP case.

If the non-household member's share cannot be readily identified, the payment will be evenly prorated among the intended beneficiaries. The amount excluded will be the lesser of the household member's pro rata share or the amount actually used for non-household member's care and maintenance.

EXAMPLE 3: Mrs. Scott receives child support in the amount of \$500 for three children ages 6, 9 and 17. The seventeen year old child lives with an aunt. Mrs. Scott states that she gives the aunt some money for the 17 year old each month. The amount varies depending on the child needs. She estimates that it averages out to around \$175 per month. The \$500 child support payment is prorated among the three children. The pro rata amount of \$166.66 is excluded from Mrs. Scott's income when calculating a SNAP budget.

If the intended beneficiary is included in a household that receives SNAP benefits, the amount received by the beneficiary or used by the payee for the beneficiary's care and maintenance will be counted as income in that household's SNAP budget. This means that if both households receive SNAP benefits, the full amount of the benefit should be counted. The benefit amount may be counted in full in either budget or split between the two budgets. See [SNAP 5706](#).

5413 Vendor Payments

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Vendor payments are monetary payments made by a non-household member for household expenses.

To be excluded as income, these payments must be made by a person outside of the household directly to the household's creditors or to a person or organization that is providing a service to the household.

The household must not have the option of receiving these funds directly.

Examples of excluded vendor payments appear below:

1. A friend, employer, agency, church, relative, or former spouse makes payments for household expenses such as rent or utilities directly to the landlord or utility company. If

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5400 Income Exclusions

5413 Vendor Payments

- the payment is made from funds not owed to the household, is a vendor payment and excluded as income.
2. If an employer pays a household rent or house payment directly to the landlord or financial institution in addition to paying regular wages, this is a vendor payment and excluded as income. If the employer provides a house to an employer, the value of the housing will not be considered as income.
 3. Separate and identifiable alimony or support payments made by a person outside of the household under a court order or other legally binding agreement which requires direct payment to a third party are vendor payments and excluded as income by the household receiving the benefit. See [SNAP 6550](#) for instruction on child support as a deductible expense. (When the court awards part of a pension to an ex-spouse and that payment is diverted by the payer directly to the ex-spouse, only the portion actually received by the household will be considered income. See [SNAP 5712](#).)
 4. Payments by a government agency to a child care facility for the purpose of providing day care for a household member are considered vendor payments and excluded as income.
 5. Payments or allowances made by Department of Housing and Urban Development (HUD) or by the Farmers Home Administration (FMHA) directly to mortgage holders, landlords or utility providers are vendor payments and excluded as income. (See [SNAP 5411](#) for instructions on handling utility reimbursements or utility assistance payments from HUD or FMHA.) Mortgage payments made by state or local housing authorities directly to the mortgage holder are also considered vendor payments and excluded as income.
 6. Emergency assistance for a migrant or seasonal farm worker household during the period the household is in the job stream is considered a vendor payment and excluded as income. Such assistance may include, but is not limited to, emergency vendor payments for housing or transportation. See [SNAP 5405](#), item 11.

Public assistance (PA) vendor payments are treated as follows:

1. PA vendor payments made for medical assistance are excluded as income.
2. Assistance payments provided to a third party on behalf of a household under a State or Local General Assistance (GA) program or a comparable program are excluded as a vendor payment so long as no cash assistance is provided directly to the household.



NOTE: No such programs are known to exist in this State; however, payments received under these conditions in other states will be excluded as income.

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5400 Income Exclusions

5413 Vendor Payments

3. Emergency and special public assistance (PA) funds provided to a third party on behalf of a household are excluded as a vendor payment if the assistance is provided over and above the normal PA grant or payment.

Vendor payments included as income are called Diverted Payments or Diverted Wages. See [SNAP 5706](#), Diverted Payments, or [SNAP 5506](#), Diverted Wages.

5413.1 Demonstration Cash-Out Projects

SNAP Manual 06/01/05

Demonstration project cash-out funds are excluded as income. Cash-out funds are in-kind or vendor payments that have been converted to direct cash payments under the approval of a federally authorized demonstration project. If the in-kind or vendor payment would have been excluded as income, the cash-out funds will also be excluded as income. Under these provisions, money received from the Cash and Counseling Demonstration Project for Medicaid recipients is excluded as income. This program, which is operational in Arkansas, provides cash to certain Medicaid recipients so they can purchase personal care services. The Independent Choices Program is a cash and Counseling Demonstration Project.



NOTE: See [SNAP 5512](#) for instructions if the attendant care provider is a household member and the funds come from a source **other than** a Demonstration project under the Cash and Counseling Demonstration Project.

5413.2 Individual Development Accounts Matching Payments

See [SNAP 5405](#), item 16 for information about SSI PASS plans.

When a Family Self-sufficiency program participant has an increase in earnings, the public housing authority increases his or her rent, but deposits the increase in an interest bearing account. When the participant successfully completes the program and can verify that no household member is receiving welfare assistance, he or she receives the funds in the account. Funds may be withdrawn from the escrow account before completing the program, with permission from the housing authority, but only for purposes related to the goal of the FSS contract, e.g. - completion of higher education, job training or start up costs of a small business.

Matching funds deposited into any of the following Individual Development Accounts (IDAs) will not be counted as income.

Under the Family Savings Initiative Act of 1999 (Act 1217) households with low income and few assets may accumulate assets by opening an individual development account (IDA). An IDA

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5400 Income Exclusions

5414 Earned Income Tax Credits

Program participant must be a resident of the State of Arkansas and a TEA recipient families or a member of a family with income below 185% of the federal poverty level. The family must have a net worth of \$10,000 or less disregarding their primary dwelling and one motor vehicle.

Account contributions are matched at a rate of \$3.00 for each \$1.00 contributed by the account holder. Matching dollars may not exceed \$2,000 per account holder or \$4,000 per household.

A Family Savings IDA may be used for any of the following reasons:

- Home purchase (limited to qualified first-time home buyers)*
- Business capitalization*
- Post secondary educational expenses*
- Individual retirement account
- Vehicle purchase or repair (if not the sole purpose of the IDA)

* If Federal TANF funds are used as a match, only purposes 1, 2 and 3 are allowable.

Any matching dollars deposited into the account are excluded as income. (The value of the IDA is not a countable resource per [SNAP 4460](#).)

The Good Faith Fund is operating a demonstration program called the Savings for Education, Entrepreneurship, and Down Payment (SEED) Program. The Program helps 3 and 4 year old children and their families save and plan for college. A savings account is opened and initially deposited with \$500 which will be matched by \$500 deposited by the Good Faith Fund. Any deposits made by the household will be matched dollar for dollar by the Good Faith Fund. Withdrawal from a SEED account requires two signatures – the account holder and a designated employee of the Good Faith Fund. The Good Faith Fund will not permit withdrawal unless there is a documented emergency – e.g., so the child will not be without shelter or medical care. Any deposits made by the Good Faith Fund into the child's savings account will be excluded as income. (The SEED account will be excluded as a resource per [SNAP 4460](#).)

5414 Earned Income Tax Credits

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An earned income tax credit will be excluded as income regardless of how the tax credit is received.

An earned income tax credit may be paid in a lump sum payment or as part of the employee's regular wages. When an earned income tax credit is paid as part of the employee's regular wages, the credit will be excluded before the earned income deduction is allowed.

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5400 Income Exclusions

5415 Verification of Excluded Income

EXAMPLE: If gross earnings were \$500 every two weeks and the household receives a \$40 earned income tax credit, the earned income deduction will be based on \$460 gross earned income.

5415 Verification of Excluded Income

SNAP Manual 01/01/00

With the exception of loans, excluded income will be verified at initial application only when questionable. Loans received by a household are always to be verified at initial application.

Excluded income will be verified at recertification or reported change if:

1. The income is newly reported and is considered questionable;
- OR**
2. The income has been reported previously but information about the income is considered incomplete, inaccurate, inconsistent, or outdated.

See the Glossary definition of [Verification](#) for additional information.

Acceptable verification of loans is a statement signed by both parties that indicates the payment was a loan and must be repaid. For student loans, see [SNAP 1622.3](#). In questionable cases (e.g. - recurring loans from the same source are declared), an affidavit will be requested from the lender. The affidavit must establish that the loan is currently being repaid or that future payments will be made in accordance with an established schedule.

Acceptable verification of other questionable income includes statements from the provider of the income which establish the source of income; or collateral contacts that establish the source of the income.

For questionable irregular income, the verification must also establish the amount of income and the frequency of receipt.

5416 Documentation of Excluded Income

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Document:

1. The name of the member who receives the income;
2. The source of the income;
3. The amount of the income;
4. The frequency of receipt; and

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5400 Income Exclusions

5416 Documentation of Excluded Income

5. The reason the income is being excluded.

When excluded income is questionable, document:

1. The reason the income is questionable; and
2. The verification obtained.

For loans document:

1. The amount of the loan;
2. The source of the loan;
3. The verification obtained; and
4. The repayment schedule.

If an affidavit is requested, document the reason the loan was considered questionable.

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5500 Included Income

5501 Earned Income

5500 Included Income

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All non-excluded income will be used to determine eligibility and SNAP benefit level. Non-excluded income is divided into two categories, earned and unearned income. The distinction between earned and unearned income is necessary since a special deduction is applied to earned income. (See [SNAP 6200](#).)

5501 Earned Income

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Wages and salaries received for services performed as an employee are earned income. Self-employment income is also considered earned income. (See [SNAP 5600](#) for an explanation of the treatment of self-employment income.) Sources of earned income are listed below in alphabetical order.

- Annual Bonuses
- Attendant Care payments (except for payments under the Cash and Counseling Demonstration Project) when provided by an outside source and paid to another household member who is providing the attendant care
- Contractual Income
- Dependent Care payments when provided by an outside source and paid to another household member who is providing the dependent care
- Diverted Wages
- Military Pay
- Sick Pay/Maternity Benefits
- Rental Income (Under certain conditions as described in [SNAP 5715](#))
- Training Allowances (Includes earnings under the Workforce Investment Act (WIA) Program. These payments were formerly known as JTPA payments.)
- VISTA payments
- Wages and Salaries (Includes income from odd jobs)

An explanation of each type of earned income is contained in the following sections of policy.

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5500 Included Income

5502 Bonuses

5502 Bonuses

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Bonuses are monetary payments given to an employee by an employer in addition to the pay due to the employee. For example, if a farmer gives an employee a \$500 cash gift at Christmas in addition to the employee's regular pay, the \$500 is considered a bonus.

Only bonuses provided by an employer at approximately the same time and in about the same amount each year are annual bonus. For example, if a factory has a good year and gives all of its employees a one-time \$100 bonus, the \$100 payment will not be considered an annual bonus because no additional payments are expected. Conversely, if a factory routinely gives all of its employees a ham and a \$100 bonus at Christmas, the \$100 payment would be considered an annual bonus. Bonuses paid less frequently than yearly will be excluded as non-recurring lump sum payments.

See [SNAP 7523.1](#) for instructions on handling these payments.

5503 Treatment of Annual Bonuses

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Annual bonuses that can be reasonably anticipated will be counted as earned income in the SNAP budget. This may require the calculation of a variable budget as explained in [SNAP 7523.3](#).

The household's certification period may be scheduled to end in the month before the household anticipates receipt of the annual bonus. This will allow the bonus to be counted in the month of receipt and deleted for any months remaining in the certification period.

5505 Contractual Income

SNAP Manual 01/01/00

Employees who derive their annual income under contractual arrangements must have their income prorated over a 12 month period. A contractual arrangement exists if the employee and employer have a written agreement that stipulates, at a minimum, the annual or monthly salary. Individuals paid on an hourly or piece work basis will not have their income prorated over a 12 month period. The school income of school teachers and school administrators must be annualized.

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5500 Included Income

5506 Diverted Wages

If the period specified on the contractual agreement is for less than a year, the income will be prorated over the contract period. (This statement will not apply to school teachers or administrators whose annual income is paid in less than 12 months.)

Land rent received on an annual basis is also considered contractual income. See [SNAP 5715](#) since this is usually considered unearned income.

5506 Diverted Wages

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Diverted Wages are wages which are legally obligated and payable to the household, but diverted by the employer. Situations where diverted wages should be counted as income include, but are not limited to:

1. The employer owes wages to a household, but diverts them instead to pay for a household expense such as a house payment, doctor bills, utility expenses, etc;
- OR**
2. The employer holds money out of the paycheck as a result of a garnishment.

EXAMPLE: Mr. Smith is behind in his rent. The landlord agrees to let Mr. Smith work out his rent at \$3.35 per hour by washing cars at the landlord's used car lot. The rent is \$150 per month. Mr. Smith actually works 50 hours. The landlord gives him a check for \$17.50 which is the difference between the rent and the amount Mr. Smith has earned.

Since this is money applied to the household expense which would otherwise be payable to the household, the caseworker will count \$167.50 as earned income in the SNAP budget. \$150 will be allowed as rent.

Child support being withheld by the employer is deductible as instructed in [SNAP 6550](#). The deduction may be allowed even if the child support is being diverted to pay an expense for the child's household. For example, if part of the employee's pay is withheld by the employer and used to pay his ex-wife's rent in lieu of child support, the amount withheld would be deductible.

5507 Military Pay

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Payment for duty in any branch of the Armed Services including the National Guard or Army Reserve will be counted as earned income. The basic pay of some military service personnel is

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5500 Included Income

5508 Sick Pay/Maternity Benefits

reduced to fund the G.I. Bill. The amount of the reduction will be excluded as income in the SNAP budget. All housing allowances (Variable Housing Allowance, Basic Allowance for Quarters, or Basic Allowance for Housing) are counted as earned income for SNAP purposes.

Educational benefits paid under the Montgomery GI Bill to students enrolled in an institution of post-secondary education are excluded as income. See [SNAP 1622.3](#).

5508 Sick Pay/Maternity Benefits

SNAP Manual 01/01/00

Earned sick pay is defined as regular wages paid during the time an employee is absent from work due to either illness or maternity leave if:

1. The payee is still considered to be an employee and plans to return to work; and
2. The sick pay is received directly from the employer's funds.

Earned sick pay will be counted as earned income.

5509 Training Allowances/TRA Payments/Family Investment Programs

SNAP Manual 06/01/01

Payments to household members by vocational and rehabilitative programs for participation in a job training program are earned income when they are not considered a reimbursement. See [SNAP 5411](#) for instructions on handling reimbursements.

See [SNAP 5405](#) for a list of payments, including certain training allowances, excluded by law.



NOTE: The earnings of individuals participating in on-the-job training programs under a Workforce Investment Act (WIA), which was formerly known as JTPA, are counted as income unless the participating member is under 19 years of age and under the parental control of another adult member. See [SNAP 5405](#).

Under the Family Investment Centers program, the Department of Housing and Urban Development provides families public housing and Indian housing with services such as child care, employment training and counseling, literacy training, computer skills training, and assistance in getting a GED. The value of these services will not be counted as income. However, wages and/or stipends paid under this program will be counted as earned income.

The Trade Adjustment Act (TAA) and Trade Readjustment Act (TRA) are designed to help workers who lost jobs due to the effects of imports. Benefits provided under these Acts include

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5500 Included Income

5511 VISTA Payments

retroactive unemployment insurance payments, vocational training, classroom training and per diem for out-of-town interviews. Funds paid under either of these acts must be counted as unearned income.

5511 VISTA Payments

SNAP Manual 01/01/00

VISTA payments made to volunteers who were not receiving TEA Cash Assistance, AFDC, or SNAP benefits at the time they joined VISTA will be counted as earned income. See [SNAP 5405](#) for additional information.

5512 Wages and Salaries

SNAP Manual 06/01/05

All money paid by check or in cash to an individual for services performed as an employee will be counted as income.

Advances of wages will be considered income in the month received if paid in anticipation of work to be performed and if the advance is to be deducted by the employer from wages paid at a later date.

Attendant Care payments are counted as wages if

- The funds for the attendant care cost are provided (or reimbursed) by a source outside the household other than the Cash and Counseling Demonstration Project for Medicaid recipients; and
- These funds are paid to another household member who is actually providing the attendant care.

Dependent Care payments are counted as wages if

- The funds for the dependent care costs are provided (or reimbursed) by a source outside the household; and
- These funds are paid to another household member who is actually providing the dependent care.

When an employer provides money and this money is to be repaid directly, the money will be considered to be a loan. Loans are excluded as income. See [SNAP 5408](#).

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5500 Included Income

5512 Wages and Salaries

Money provided in advance by an employer for expenses which will be incurred during the course of the job will be considered a reimbursement. See [SNAP 5411](#).

5512.1 Odd Job Income

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Odd job income includes earnings mowing lawns, raking leaves, unloading trucks, sweeping sidewalks, collecting and selling cans, etc. (This will not include income of less than \$30 in a three-month period that is received too infrequently or too irregularly to be reasonably anticipated.)

In most instances, income from odd jobs will be treated as self-employment income. The worker will obtain a gross monthly income figure, will exclude any expenses (e.g. gas for a lawn mower) and will allow the earned income deduction. See [SNAP 6200](#) for an explanation of the earned income deduction.

To obtain the gross monthly income from odd jobs, the county office worker will:

- Obtain an average figure using the actual income from odd jobs for at least the last two month period; or
- Anticipate the household's income from odd jobs based upon the household's income for any previous months along with the household's statements regarding any anticipated changes; or
- Base the anticipated income upon the statements of collateral contacts; or
- Use some other reasonable method of determining the monthly income.

The worker must document exactly how the household's gross monthly income from odd jobs was determined. If any expenses are excluded, these must be fully documented. This includes the type of expense, the amount excluded, and any verification obtained.

If any of the household members is capable of maintaining a record of the income from odd jobs, the worker will request that such records be maintained to be used as income verification. (This is not a requirement. Even if a member of the household appears capable of maintaining a record of odd job income, the household's application will not be denied for failure to produce such a record.) If a member routinely does odd jobs for the same person or persons, odd job income may be verified through collateral contact with these people. If no verification of odd job income can be obtained, the household will be interviewed regarding the odd job income, and the household's statements regarding this income will be accepted.

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5500 Included Income

5514 Verification of Earned Income

5514 Verification of Earned Income

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Earned income must always be verified at initial application and when a semi-annual report is submitted. Earned income will be verified at recertification when a change is reported independent of the semi-annual report if the income is from a new source, or has changed by \$50.00 or more. Income that is unchanged or that has changed by less than \$50.00 will be verified only if information regarding the income is incomplete, inaccurate, inconsistent or outdated. See the Glossary definition of [Verification](#) for additional information. Acceptable verification of earned income is listed below in order of preference.

1. The most recent consecutive check stubs that accurately portray the individual's income.
2. An *Earnings Statement* (DCO-97) properly completed by the employer or designee and containing weekly earnings if a history of earnings is available.
3. A signed statement from the employer that indicates the date of the most recent consecutive pay periods and the gross amount received at each pay period.
4. A copy of the employer's wage records for the most recent consecutive pay periods.
5. Telephone contact with the employer.
6. A *Check Verification Form* (DCO-70) indicating the gross amount of each of the most recent checks.
7. Pay envelopes if properly dated and indicating the gross pay.

If none of these items are available and the household has not changed employers, one of the following items may be used as verification of earned income.

- Employee's W-2 Form - (for monthly income divide yearly wages by twelve).
- State or Federal Income Tax Returns - (for monthly income divide yearly wages by twelve).
- The most recent information appearing on the WESD "Wage Screen - (for monthly income divide quarterly wages by three).
- State Income Tax Bureau - (most recent wages reported).

No household will be denied SNAP benefits solely because someone outside the household failed to cooperate with a request for verification. The term "outside the household" will not apply to ineligible students, ineligible aliens, or to individuals disqualified or ineligible for one of the following reasons: a) intentional program violation; b) failure to provide a social security number; c) noncompliance with the work registration requirements; d) noncompliance with the

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5500 Included Income

5515 Special Verification

workfare requirements e) noncompliance with the Requirement to Work; f) fleeing felons; or g) conviction of a drug related felony.

5515 Special Verification

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1. **Annual Bonuses** - The anticipated date of receipt and the amount of the annual bonus, if known must be verified.
2. **Contractual Income** - The terms of the contractual agreement, the months covered by the contract and whether the contract specifies a yearly or monthly amount must be verified.
3. **Diverted Payments** - Whether or not the payment was made from funds owed to the household must be verified.
4. **Sick Pay/Maternity Benefits** - Whether or not the individual receiving the pay is still considered an employee must be verified. The source of the payment must be verified.
5. **Tax Credits** - The frequency of the payment and the amount of the payment must be verified.
6. **VISTA Payments** - When the volunteer joined VISTA and if they were receiving TEA (AFDC) or SNAP benefits at the time they joined must be verified.

This income may be verified by a statement or collateral contact with the employer or the source of the income. When an employer is unable or unwilling to cooperate in providing needed verification, the household may not be denied solely due to lack of verification. Alternative forms of verification such as tax returns or collateral statements may be used. In the absence of any type of verification, the household may furnish a written statement of the income amount.

5516 Documentation of Earned Income

SNAP Manual 01/01/00

The county office worker must document:

- The name of the household member with earned income
- The source of the earned income; and
- The verification obtained for the earned income. Pay period ending date, date paid, and gross income amount must be documented for each pay period verified.

In addition, any special verification obtained must be documented.

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5500 Included Income

5516 Documentation of Earned Income

If the employer (or other source of income verification) cannot or will not cooperate in providing needed verification, the worker must document:

- All attempts to obtain verification; and
- The information upon which the worker based income used in the budget.

SNAP CERTIFICATION MANUAL – SECTION 5000

5600 Self-Employment Income

5610 Definition

5600 Self-Employment Income

SNAP Manual 01/01/00

This section describes the procedures for processing applications when a household has a member with self-employment income. These procedures also apply to households that own or operate a commercial boarding house and to household with members considered to be boarders.

See [SNAP 4960](#) for instructions on handling the resources of self-employed persons.

See [SNAP 3280](#) for the work registration requirements for self-employed household members.

5610 Definition

SNAP Manual 01/01/00

Self-employment is defined as receiving income directly from one's own business, trade, or profession, rather than receiving a specified salary or wage from an employer.

Examples of some self-employment income situations are shown below.

- A household member owns and manages a clothing store. The income received from the business is the household's sole source of income.
- A household member is the owner of a farm. This household member manages the farm on a routine daily basis.
- A household member is engaged in Tupperware or Avon sales.

See [SNAP 5630](#) for additional information.

5620 Commercial Boarding Houses

SNAP Manual 01/01/00

A commercial boarding house is an establishment where the proprietor offers a room and meal to individuals for the purpose of producing a profit. To determine the income from a commercial boarding house, the county office worker will calculate the total payments to the proprietor from the boarders and then exclude the costs of doing business. See [SNAP 5622](#).

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5600 Self-Employment Income

5621 Households with Boarders

5621 Households with Boarders

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A boarder is a person to whom a household furnishes lodging and meals for compensation. Boarders are excluded from the SNAP household when the household's eligibility and benefit level is determined. Income from the boarder includes all direct payments to the household. However, shelter expenses paid directly by the boarder to someone outside of the household are not counted as income and are not deducted as a shelter cost.

EXAMPLE 1: A boarder pays, in addition to his board payment, \$15.00 per month to the household as his portion of the heating bill. This payment of \$15.00 is counted as income to the household.

EXAMPLE 2: A boarder pays the household's gas bill directly to the gas company. The value of this payment is not income to the household. The gas bill is not allowed as a shelter cost.

5622 Allowable Costs of Doing Business

SNAP Manual 01/01/00

Households with boarders may exclude as income all allowable costs of doing business. The allowable cost of doing business is equal to:

- The maximum SNAP benefit amount for a household size equal to the number of boarders; or
- The actual documented costs of providing room and meals if the actual costs exceed the appropriate SNAP benefit amount. If actual costs are used, only separate and identifiable costs of providing the room and meals to boarders will be excluded as income.



NOTE: The allowable costs of doing business must not exceed the payment the household receives from the boarder.

EXAMPLE 1: Mr. Seller has two boarders in his household. They pay \$200 each to Mr. Seller each month. Mr. Seller does not keep records of his expenses for providing rooms and meals to his boarders. As of 10-1-01, the maximum SNAP benefit amount for a two person household was \$238. \$238 will be excluded from the \$400 total payment as the allowable cost of doing business.

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5600 Self-Employment Income

5623 Determining Income

EXAMPLE 2: Mr. Green also has two boarders in his household. They also pay \$200 each on a monthly basis. Mr. Green does keep receipts for the food he purchases for his boarders. He also keeps records of his costs for utilities. His total documented costs are \$255. \$255 will be excluded from the \$400 total payment as the allowable cost of doing business.

5623 Determining Income

SNAP Manual 01/01/00

Net monthly self-employment income from boarders is determined by:

1. Adding together all direct payments to the household by the boarders, then
2. Subtracting the allowable costs of doing business.

5630 Self-Employment Income

SNAP Manual 01/01/00

To be self-employed, an individual must be engaged in an enterprise for the purpose of producing income. The individual must have direct involvement in the enterprise.

EXAMPLE: A person who rents his land to another individual to raise a crop is not a self-employed farmer if he is not directly involved in the growing or harvesting of the crop.

Most self-employment enterprises are sole proprietorships. A sole proprietorship is an unincorporated business that has no existence apart from the owner. The business liabilities are the liabilities of the owner.

5631 Partnerships

SNAP Manual 01/01/00

Some self-employment situations involve a partnership. In a partnership, there should be an oral or written agreement that determines the amount of income and expenses attributed to each partner.

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5600 Self-Employment Income

5632 Contractors

5632 Contractors

SNAP Manual 01/01/00

Some contractors are considered to be self-employed while others are not. The status of a contractor must be decided on a case by case basis.

A self-employed contractor usually operates a separate, more specialized business than the proprietor of the main business and must pay his or her own expenses. He or she may not have an established work schedule and specified wages. Usually, the employer will not withhold social security and income tax from a self-employed contractor's earnings.

EXAMPLE: A sharecropper who pays the costs of doing business and receives a portion of the net income in exchange for his labor is a self-employed farmer. A sharecropper who does not pay the costs of doing business is not a self-employed farmer.

5633 Corporations

SNAP Manual 01/01/00

Corporations are separate legal entities responsible for its debts and obligations. Shareholders who receive only dividends are entitled to neither the costs of producing self-employment income nor the earned income deduction. The dividends will be counted as income in the month received or prorated over the period of time the payment is intended to cover.

If a household has shares, in an S Corporation, the S Corporation income reported on the household's form 1040 must be counted as income. Income from an S Corporation will be annualized, that is averaged over a 12-month period, and the earned income deduction will be allowed. If an individual owns a corporation other than an S Corporation and receives a salary from that corporation, he or she is considered to be an employee of that corporation. The salary will be handled as earned income in the SNAP budget.

The resources of a corporation including bank accounts, belong to the corporation regardless of whether or not they are income producing. Resources owned by a corporation will be excluded when determining SNAP eligibility.

If an individual owns stock in a corporation, the stock is counted as a resource unless the stock is essential to the individual's employment and the employee works at least 30 hours per week in the business or earns 30 hours per week multiplied by the federal minimum wage. If the employee of a corporation must hold stock in the corporation as a condition of employment, the stock will be considered essential to employment.

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5600 Self-Employment Income

5640 Capital Gains

EXAMPLE: A farmer has incorporated his farm. All of the corporation's assets are related to the farm. The farmer is the corporation's sole employee. He works at least 40 hours each week on the farm. The corporation's stock is excluded as a resource.

Verification of income from a corporation may be obtained from the corporation's books or tax records. If the value of stock in a corporation is not readily available, the value may be determined by subtracting corporate liabilities from assets and prorating the difference among the shareholders based on the percentage of shares held.

5640 Capital Gains

SNAP Manual 01/01/00

The term "capital gains" as used by the IRS describes the handling of profits from the sale or transfer of capital assets used in a self-employment operation. For IRS purposes, such proceeds less depreciation are considered taxable income. In the Supplemental Nutrition Assistance Program, depreciation is not allowed; so, for the purpose of determining SNAP eligibility, a capital gain is the sale price less encumbrances, interest, penalties, etc.

Net capital gains are counted as part of the household's self-employment income before the costs of producing the income are excluded.

EXAMPLE: A farmer purchased a used combine for \$6,000 in 1987. He depreciated the combine over a period of ten years for a total depreciation amount of \$6,000. In 1998, he sold the combine for \$2,000. He owed nothing on the combine. For Federal tax purposes, he had no capital gain on the combine. For SNAP purposes, he had a capital gain of \$2,000.

5650 Special Payments to Farmers

SNAP Manual 01/01/00

A farmer may receive any of the following payments or credits if he or she applies for the payment and is eligible to receive the credit or payment:

Federal Gasoline Tax Credit

This is a credit against tax liability. It is excluded as income.

State Gasoline Tax Refund

This is a non-recurring lump sum payment. It is excluded as income.

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5600 Self-Employment Income

5650 Special Payments to Farmers



NOTE: The Federal gasoline tax credit and the State gasoline tax refund may be combined on the same line of the tax form.

Recaptured Depreciation and Recaptured Investment Credit

IRS allows self-employed individuals to deduct depreciation on property as a cost of doing business. When the property is sold before the end of its useful life, the seller must declare a portion of the depreciation as income for IRS purposes. This is commonly referred to as recaptured depreciation.

IRS allows a percentage of certain investments to be deducted as an expense. If the asset is disposed of or ceases to be eligible before the end of the recapture period for recovery property or before the end of the estimated life used to figure the credit, a percentage of the credit may have to be recaptured for IRS purposes. This is commonly referred to as recaptured investment credit.

Recaptured depreciation and recaptured investment credit are considered to be capital gains.

Patronage Dividends

These are dividends paid by cooperatives in cash or in shares of stock. These dividends are similar to rebates paid based on the amount of goods bought or services used for the self-employment enterprise. Cash dividends are counted as income. Stock dividends are counted as a resource.

Royalties

Payments received as royalties are counted as unearned income, not as part of the self-employment income.

Rental Property

Rent payments are counted as self-employment income. Payments from rental property that is not part of the business will be handled as a separate source of self-employment income.

Agricultural Stabilization and Conservation Service (ASCS) Payments

Except for loans and payments made as a result of a Presidentially-declared disaster, ASCS payments are counted as earned self-employment income. Payments made as a result of a Presidentially-declared disaster are excluded as income and resources in accordance with the Disaster Relief Act of 1974 as amended.

There are numerous and constantly changing programs under the ASCS including several programs that make payments to farmers for crop losses.

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5600 Self-Employment Income

5660 Determining Self-Employment Income

Under the Payment-in-Kind (PIK) program, farmers receive commodities from the U.S. Department of Agriculture, Commodity Credit Corporation (CCC). The household receives no income until the grain is sold. If the commodities are expected to be sold during the year, the anticipated income must be included as self-employment income. The CCC may also pay farmers in the form of commodity certificates for land diversion or acreage reduction. The certificates may later be surrendered to the CCC for cash or for commodities, or the farmer may sell the certificates to someone else, usually for a profit.

The certificates are valued in dollars. When the certificates are used, the farmer receives cash or commodities based on the price of the commodity at the time the certificate is used. Cash received under this program is counted as income in the year it is expected to be received. PIK payments counted as income are annualized. The value of commodities the farmer intends to use as feed or seed is excluded as income. If the farmer intends to hold the certificate or commodities for longer than one year, the value of the commodities is counted as a resource.

A farmer may sell commodities they own to the CCC and receive them back from CCC as PIK commodities. The CCC pays farmers for the commodities with the payment being used to repay price support loans previously extended to the farmer by CCC. These sale and loan payments should be treated as separate transactions from the receipt of CCC certificates or PIK commodities and should be handled as any other sale of commodities and repayment of a price support loan.

Federal Crop Insurance Corporation (FCIC) Payments

The farmer must pay a premium to be covered by the FCIC. Payments from the FCIC are excluded as a non-recurring lump sum payment.

Crop Insurance Payments / Private Company Payment

Crop insurance payoffs from private companies are excluded as income if received in a lump sum payment. Payoffs received in installments are counted as income.

5660 Determining Self-Employment Income

SNAP Manual 01/01/00

Self-employment income is all proceeds from the sale of goods or for services rendered by the self-employed individual plus any capital gains less the costs of producing the income. The form *Statement of Self-Employment* (DCO-226) will be used to calculate self-employment income from operations other than farms. The form *Income from Farm Operations* (DCO-227) will be used to calculation self-employment income from farms.

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5600 Self-Employment Income

5661 Annualizing Self-Employment Income

5661 Annualizing Self-Employment Income

SNAP Manual 01-01-00

(This section of policy applies to businesses in existence for longer than one year. The policy at [SNAP 5662.1](#) applies to business in existence for less than one year.)

Normally, self-employment income is annualized. Averaging self-employment income and expenses from the past year over a 12-month period annualizes the income. Regardless of whether the household receives the income monthly or less often than monthly, self-employment income will be annualized when the income represents a household's annual income.

EXAMPLE 1: A household member is self-employed as a carpenter. He receives income from various jobs throughout the year. His income from carpentry will be annualized.

EXAMPLE 2: A household member has a farm. He raises cotton and soybeans. He receives income from the sale of the cotton and soybeans in the fall of the year, but it represents his annual income. His farm income will be annualized.

Self-employment is annualized even if the household receives income from other sources.

EXAMPLE: A household member has a farm. He raises cotton and soybeans. The income he receives from the sale of the cotton and soybeans in the fall of the year represents his annual income. Even though his wife works full time, the farm income will be annualized.

5662 Self-Employment Income that is not Annualized

SNAP Manual 10/01/03

If self-employment income is intended to support the household for only part of the year, income from the past year will not be annualized. Instead, the self-employment income from the past year will be averaged over the period of intended use and counted as anticipated income in those months.

EXAMPLE: Mr. G works as a bus driver for the local school. During the months of June, July and August, he raises produce and sells it at the farmer's market. The income from the sale of produce is intended to support Mr. G's family during the months of June, July and August. The income from this operation will be averaged over the months of June, July and August and shown in the SNAP budget only for those months.

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5600 Self-Employment Income

5662 Self-Employment Income that is not Annualized

If the period of intended use will end before the month in which the household's semi-annual report is due to be submitted, the county office must insure that the income is dropped from the budget after the period of intended use ends. Similarly, if the period of intended use ends after the semi-annual report is issued but before the household's recertification is due, the county office must insure that income is dropped from the budget after the period of intended use ends.

5662.1 Self-Employment Enterprises in Business for Less than One Year

SNAP Manual 10/01/03

No income from a self-employment business will be counted until the household has actually received income from the business. Once the operation has been in existence long enough to make a projection of future income, the income received to date will be used to project future income. To project future income, the county office worker will average the self-employment income and expenses over the period of time the business has been in existence.

EXAMPLE: A household submits an initial application for SNAP. For the last eight months the case head and his wife have operated a detail shop. The couple provides their income tax return to verify their self-employment income. The self-employment income on the tax return covers the period from July 1 through December 31. The operation's income and expenses must be divided by six to anticipate the couple's income from the detail shop.

When self-employment income cannot be projected, the household will be assigned a four-month certification period. At each recertification, the household must provide verification of the business' income and expenses for the four-month period just prior to the month of recertification.

Some households have a farm operation that shows income only at the end of the year. For example, a farmer raises cotton and soybeans. This household will not have any income to show from the self-employment operation until all crops are in and sold and all expenses paid. In that case, no income will be shown until the end of the year, and the household will be assigned four month certification periods until there is enough information to project self-employment income.

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5600 Self-Employment Income

5662 Self-Employment Income that is not Annualized

5662.2 Self-Employment Income That Increases or Decreases Substantially

SNAP Manual 01-01-00

If the household anticipates changes in the self-employment enterprise, these changes must be considered when the self-employment income is anticipated.

EXAMPLE: A household member raises chickens for a poultry processor. At recertification, he reports that one of his three chicken houses was destroyed in a storm. Since his oldest son has joined the service and left the home, he does not plan to rebuild the chicken house. His anticipated income must be adjusted to reflect this anticipated change in income and expenses.

The county office worker will not change the self-employment income if the reported increase or decrease is due to a seasonal fluctuation in income.

EXAMPLE: Mr. F has self-employment income from a roofing company. He applies for SNAP benefits in January. He reports no income from the roofing company due to bad weather. This is considered a seasonal fluctuation in income. The income from the roofing company will be anticipated based on last year's income.

If the increase or decrease is not due to a seasonal fluctuation, the county office worker must anticipate the effect of the change on the household's self-employment income. Examples of such changes include, but are not limited to, a change in the type of business, a change in the size of the business, or a substantial change in the amount received for the product.

EXAMPLE: Mr. K is self-employed as a bricklayer. He applies for SNAP benefits in March. He reports that he hasn't been able to work since January when he had a heart attack. He has gone back to work, but he will not be able to work as many hours or to accept as many jobs. The worker must anticipate his self-employment income based on his current situation.

5662.3 Anticipating Capital Gains

SNAP Manual 01/01/00

When self-employment income is anticipated, any capital gains that the household anticipates receiving during the 12-month period must be divided by 12 and the average monthly amount added to the monthly self-employment income. The average capital gain amount must be counted in each of the 12 months during which the income is anticipated to be received. However, if the anticipated amount of capital gains changes, a new average must be calculated.

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5600 Self-Employment Income

5663 Costs of Producing Self-Employment Income

5663 Costs of Producing Self-Employment Income

SNAP Manual 01/01/00

Costs of producing self-employment income are excluded from the gross income. Allowable costs include, but are not limited to, the identifiable costs of:

- Labor such as wages and salaries paid to employees. (Wages paid to the business owner or other household members are NOT allowable costs.)
- Stock.
- Raw material and supplies.
- Seed and plants.
- Fertilizer and lime.
- The interest (but not the principal) portion of payments on business or operating loans or payments on income producing real estate and capital assets like equipment, machinery or other durable goods.
- Insurance premiums paid on buildings, equipment or other income producing property.
- Taxes paid on income producing property.
- Privilege taxes such as excise taxes that must be paid in order to earn self-employment income.
- Licensing fees.
- Business transportation costs.
- Rental payments on income producing property. If a business owner is renting equipment with an option to buy, the rent payments are allowable until the purchase is made.
- Utilities paid on business property.
- Costs for the repair and maintenance of equipment.
- Storage and warehousing costs.
- Special equipment or clothing specifically needed to perform the job. (Blue jeans and work boots would not be considered special equipment since they are not specific to a particular job. Hip boots used by a fisherman would be considered special equipment. Welder's shields or special gloves used by welders would be considered special equipment. Uniforms purchased to wear in a house cleaning operation would be considered special clothing.)
- The cost of rooms and meals for any self-employed individual whose job takes him or her away from home and requires them to remain at the job site overnight.

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5600 Self-Employment Income

5663 Costs of Producing Self-Employment Income

The following items **WILL NOT** be considered costs of producing self-employment income:

- Payments on the principal (but not the interest) portion of payments on business or operating loans or payments on income producing real estate and capital assets like equipment, machinery or other durable goods.
- Expenses and net losses from previous years.
- Federal, state and local income taxes.
- Money set-aside for retirement.
- Work related personal expenses such as transportation to and from work.
- Depreciation.
- Penalties and fines.
- Charitable contributions.

5663.1 Rent or Mortgage, Taxes and Insurance Payments as Costs of Producing Income

SNAP Manual 01-01-00

If the household's home is on property connected to the property used for the self-employment enterprise, the county office worker must determine if the household's shelter costs can be separated from the costs of doing business. If necessary, proration may be used to determine the amount of the payment on the property attributed to shelter costs. This calculation may be based on information from a mortgage lender, real estate tax records, Farmers Home Administration (FHA) documents, insurance premiums, etc.

EXAMPLE: A household submits a loan agreement for the purchase of a dairy farm and house. The monthly payment is \$1,500. The portion of the payment attributed to the dairy farm is \$1,000. The portion of the payment attributed to the house is \$500 or 33% of the total payment. The remainder of the payment will be excluded as a cost of producing the self-employment income.

This percentage may be applied to taxes and insurance costs if no better information is available. If the costs of rent or mortgage (or interest on the mortgage), insurance, taxes and interest cannot be separated, these costs will neither be allowed as a shelter cost nor as a cost of producing the self-employment income.

If a household uses part of the residence such as a room or a separate apartment solely for the self-employment operation, the county office worker will, at the household's discretion either:

- Include all of rent or mortgage, taxes and insurance as shelter costs;
- OR**

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5600 Self-Employment Income

5663 Costs of Producing Self-Employment Income

- Exclude part of the rent or mortgage interest, taxes and insurance as a cost of producing the self-employment income. (Payments on the principal balance of a loan are not deductible as a cost of producing self-employment income.) The portion of the shelter to be excluded as costs of producing self-employment income may be based on the percentage of the total living space used solely for the self-employment enterprise. Any portion of a rent payment or mortgage, taxes or insurance payment used as a cost of producing self-employment income may be used as a shelter cost.

EXAMPLE: A member of a household is self-employed as a beautician. The household is renting a home for \$600 each month. The den has been converted into a beauty shop. The home has 1200 square feet. The square footage of the den (200 square feet) is about 16.6% of the square footage of the entire house. The portion of the rent payment that may be used as a cost of producing self-employment income is \$99.60. The remainder of the rent payment, \$501.40 may be allowed as a shelter cost.

5663.2 Utilities as a Cost of Producing Income

SNAP Manual 01/01/00

If a self-employed individual's house is on property connected to the property used for the business, the county office worker must determine if the self-employment costs can be separately identified from the household's shelter costs.

- If the utilities for the business are measured and billed separately, the utility costs for the business will be allowed as a cost of producing the self-employment income. The utilities for the residence will be allowed as a shelter cost. If the household is otherwise entitled to use the utility standard, the household may elect to do so.
- If the utility costs for the business cannot be separately identified from the utility costs for the residence, the utility costs may not be allowed as a cost of producing the self-employment income. The household will not be allowed to use actual utility costs in the SNAP budget. However, if the household is otherwise entitled to use the utility standard, the utility standard will be used in the SNAP budget.

If part of a self-employed individual's residence is used for the business, the county office worker must determine if the self-employment costs can be separately identified from the household's shelter costs.

- If the utilities for the business are measured and billed separately, the utility costs for the business will be allowed as a cost of producing the self-employment income. The

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5600 Self-Employment Income

5664 Calculating Net Self-employment Income

utilities for the remainder of the residence will be allowed as a shelter cost. If the household is otherwise entitled to use the utility standard, the household may elect to do so.

- If the utilities are not measured and billed separately, the household may:
 1. Allow all utility costs as a cost of producing the self-employment income; or
 2. Allow all utility costs as a shelter cost; or 3) allow the household to prorate the utility costs between the cost of producing the self-employment income and the shelter cost.

5664 Calculating Net Self-employment Income

SNAP Manual 01/01/00

To calculate net self-employment income using a form DCO-226 or DCO-227:

- Total the gross receipts from the business during the selected period.
- Exclude the cost of producing the income.
- If the selected period is one year, annualize the net income by dividing the net income by 12. If the selected period is less than one year, average the net income by dividing the net income by the number of months in the selected period.

If there is a profit, the net self-employment income will be used to determine the household's gross SNAP income. Losses will not be deductible unless the self-employment enterprise is a farming operation. See [SNAP 5670](#) for a definition of a farming enterprise and an explanation of deducting losses.

5664.1 Separate Enterprises

SNAP Manual 01/01/00

When self-employment is derived from two or more separate enterprises with no farm operation involved, the gross income and allowable costs from each business will be combined to calculate the net self-employment income.

When one of the enterprises is a farm, the county office worker must complete the following steps:

1. Determine the gross income from the farm operation.
2. Determine the allowable costs of producing the farm income.
3. Exclude the allowable costs from the gross income.

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5600 Self-Employment Income

5670 Farm Loss Deduction

If there is no loss in the farm operation, the farm income and allowable costs will be combined with the income and allowable costs of the other business. If there is a loss, the income and allowable costs of the farm operation will not be combined with the income and costs from the other business. Instead the loss will be deducted as instructed in [SNAP 5670](#).

5664.2 Partnerships

SNAP Manual 01/01/00

When a household member is involved in a self-employment operation with one or more partners, the household's share of the income from the business will be calculated by:

1. Determining the gross income for the business;
2. Excluding the allowable costs of doing business; and
3. Dividing the net income by the number of partners unless the profits of the partnership are prorated rather than divided equally. If the profits are prorated, the net income will be prorated in the same manner.

5670 Farm Loss Deduction

SNAP Manual 06-01-01

A farming operation is a business enterprise engaged in the production of agricultural products. Farming operations may involve cotton, soy beans, rice, other grains, stock, dairy, poultry, fish, fruit, beeswax, vegetables, ranching, tree farms, and nurseries among others.

Losses incurred in farming operations are deductible from any other household income if:

- The farmer's cost of producing the farm income exceeded the gross income from the farming operation; and
- The farmer received or expects to receive annual gross proceeds of \$1,000 or more from the farming operation.

Only allowable costs of producing self-employment income will be excluded to determine if a loss was incurred by a farm operation.

When a farm operation shows a loss, the county office worker will:

1. Determine the monthly amount of the loss by excluding the allowable costs of producing the income. If the costs of producing the income exceed the income, divide the remaining costs of producing the income by 12 or by the number of months in the selected period. The resulting figure is the monthly farm loss.

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5600 Self-Employment Income

5680 Reported Changes in Self-employment Income

2. Use the monthly farm loss to offset any other non-farm related self-employment income by subtracting the net self-employment income from the monthly farm loss. If any self-employment income remains after the offset, the remaining self-employment income will be counted in the SNAP budget. No further offset will occur. Go to number 5. If the farm loss deduction is greater than the non-farm related self-employment income or there is no other self-employment income in the household, go to number 3.
3. Add together gross earned income and gross unearned income.
4. Subtract the farm loss from all other household income.
5. For households with no age 60 or older or individual with disability members, apply the gross income eligibility pretest. (The pretest does not apply to households with an age 60 or older or individual with disability member.)
6. If the household is eligible after the pretest, calculate the remainder of the SNAP budget.

5680 Reported Changes in Self-employment Income

SNAP Manual 10/01/03

Households currently participating in the Supplemental Nutrition Assistance Program may report changes in self-employment income. The worker must determine if these changes will be reflected in the anticipated income. Self-employment income will not be recalculated to reflect seasonal fluctuations in income.

EXAMPLE: Mrs. M. has a landscape business. On her semi-annual report submitted in April, she reports she was not able to work much in March due to bad weather. This is a seasonal fluctuation in income, and the self-employment income will not be adjusted. Other types of reported changes must be reflected in the self-employment income.

Other types of reported changes must be reflected in the self-employment income.

EXAMPLE: Mr. J owned 500 acres of land. He raised cattle, wheat, and fresh produce on this land. In July he reports to the worker that he filed for bankruptcy. The bank repossessed his land, and his cattle were sold to pay off his debts. He has moved to town and gone to work at a factory. The worker must remove the self-employment income from the SNAP budget and add Mr. J's earnings to the budget.

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5600 Self-Employment Income

5690 Verification/Documentation

5690 Verification/Documentation

SNAP Manual 01/01/00

Generally, self-employment income may be verified by viewing the household's federal income tax return for the previous year. The household's income tax return may be used as verification if the return reflects a full year's income or the income can be divided over the months the business has been in existence. The "Schedule C" attached to the return should contain a complete statement of the household's self-employment income and expenses. (Not all expenses listed will be excludable under SNAP policy.) If a tax return is not available, ledgers, bank books or other accounting records maintained by the household or prepared by a bookkeeper or accountant may be used. Receipts for the sale of goods and services and receipts for allowable costs of producing the income may also be accepted.

If the household states there are no records, the DCO-226 or DCO-227 will be completed based upon the household's declared income and expenses. This method may only be used temporarily. The household must be instructed to furnish records of income and receipts to verify costs at the next scheduled recertification. Required documentation includes:

1. Type of self-employment enterprise;
2. How the household receives this income - e.g. monthly, annually;
3. The length of time the enterprise has been in existence;
4. The figures used to arrive at the net self-employment income (DCO-226 or DCO-227) and the figures used to determine the monthly income;
5. The figures used to calculate any farm loss; and
6. The verification obtained.

5691 Certification Periods and Recalculating Annual Income

SNAP Manual 10/01/03

The household's annual income must be recalculated at about the same time each year. Normally, this will be soon after the first of the year when all the information needed to determine the household's self-employment income for the year is available. To simplify the process of determining self-employment income, the household may be assigned one or two four-month certification period so that the household's certification period will end about the time the household's annual self-employment income is due to be recalculated. Once the annual self-employment income has been recalculated, the household will be assigned a 12-month certification period and will become subject to semi-annual reporting.

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5700 Unearned Income

5701 Transitional Employment Assistance (TEA)

5700 Unearned Income

SNAP Manual 01-01-03

Unearned income is income received by a household that has not been earned through employment or self-employment. Households in receipt of only unearned income will not receive the earned income deduction.

Common sources of unearned income are listed below in alphabetical order:

- Allotments
- Child Support/Alimony Payments
- Contributions
- Diverted Payments
- Foster Care Payments
- Installment Contracts
- Interest, Dividends, Royalties
- Pensions
- Reimbursements for Normal
- Living Expenses
- Rental Income
- Severance Pay Received in Installments
- Sick Pay
- Social Security Benefits (SSA)
- Strike Benefits
- Supplemental Security Income (SSI)
- Unemployment Insurance Benefits (UI)
- Utility Assistance from HUD or Housing Authority
- Veteran's Assistance (VA)
- Workman's Compensation

5701 Transitional Employment Assistance (TEA)

SNAP Manual 01/01/00

TEA (Transitional Employment Assistance) Program cash assistance payments are counted as unearned income. TEA cash assistance is paid on a monthly basis and is based on a standard of need for a particular household size.

SNAP benefits will not be increased when a household member's TEA benefits are reduced, suspended or terminated due to non-compliance with the program requirements, or for non-cooperation with the Office of Child Support Enforcement or for an intentional program violation. See [SNAP 12110](#) for instructions.

5701.1 Diversion Assistance

SNAP Manual 09/01/00

Diversion Assistance is a one-time payment to or on behalf of the family that will resolve a financial problem so that the adult can maintain and/or obtain employment. Diversion Assistance is available to an adult only once during his or her lifetime.

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5700 Unearned Income

5701 Transitional Employment Assistance (TEA)

TEA Diversion Assistance payments will be excluded as a nonrecurring lump sum payment. See SNAP 4950 for instructions on handling lump sum payments.

5701.2 Employment Bonus

SNAP Manual 09/01/00

An Employment Bonus cash payment will be made to any family who becomes ineligible for TEA cash assistance due to employment or who requests the TEA case be closed due to employment, unless the family has already received an Employment Bonus within the preceding twelve months. The amount of the bonus payment will be equal to the amount of the last regular TEA cash payment.

TEA Employment Bonuses payments will be counted as unearned income in the SNAP budget in the month received.

5701.3 Extended Support Transportation Payments

SNAP Manual 06/01/05

When a TEA case closes due to employment, the family is automatically eligible to receive two months of Extended Support Transportation payments in the amount of \$200 each month. These payments are intended to help the family meet transportation costs in the first two months following termination of TEA cash assistance.

Extended Support Transportation benefit payments will be excluded as a reimbursement for a job-related expense to the extent that these payments do not exceed actual job-related expenses for transportation costs.

EXAMPLE: A household member receives an Extended Support Transportation payment in the amount of \$200. The member's transportation expenses total \$150. \$50 will be shown as unearned income in the SNAP budget.

Transportation costs may include the expenses of purchasing, repairing or maintaining a car. Transportation costs may also include payments made for public or private transportation to the employment site. Transportation costs will be verified to the extent that it is practical to do so. For example, a household may be able to verify the costs of repairing a car or purchasing tires. However, they may not be able to furnish receipts for gas. In the case, the county office worker may use the current State reimbursement rate per mile times the round trip mileage to the work site to determine the cost of transportation to work.

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5700 Unearned Income

5702 Allotments

5702 Allotments

SNAP Manual 01/01/00

Allotments are monthly payments received by a dependent of a member of the armed forces (e.g. Army, Air Force, Marines). Allotments are deducted from the military pay and sent directly to the dependent on a monthly basis. Allotments are considered unearned income.

5703 Annuities/Annual Lottery Payments

SNAP Manual 01/01/00

Annuities are counted as unearned income. Lottery winnings received on a one-time basis are considered a resource in the month received. Lottery winnings paid over several years are counted as unearned income.

Annuities and lottery winnings paid annually will be averaged over a 12-month period of time. Annuities and lottery winnings received less often than annually may either be counted in the month received or averaged over the certification period.

5704 Child Support/Alimony Payments

SNAP Manual 01/01/00

Alimony payments made directly to the household from someone outside the household are counted as unearned income.

Child support payments made directly to a household member from someone outside the household are unearned income. This includes payments made voluntarily by the absent parent, as well as payments ordered by a court. When child support payments are directed through a court, the entire gross amount collected is as unearned income. Collection fees, postage expenses or other fees charged by the court are neither deducted nor excluded from the child support payment.

When child support is received sporadically by individuals not receiving TEA, the worker must try to establish some pattern of payment. If a pattern of payment can be established, the payment will be averaged forward over the period of intended use. For example, if a \$100 child support payment is received every other month, \$50 per month will be counted as income.

When the payments are so sporadic that receipt cannot be reasonably anticipated, no child support will be included in the SNAP budget. Households receiving sporadic child support payments must be carefully instructed to report the receipt of child support payments in a

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5700 Unearned Income

5704 Child Support/Alimony Payments

timely manner. If the worker can later establish a pattern of payment, the child support income will be added to the SNAP budget.

Child support received as the result of the interception of a state or federal income tax refund is a lump sum payment. Lump sum payments are excluded as income. See [SNAP 4950](#) for instructions.

Legally obligated child support payments from a household member to someone who is not a household member are deductible. See [SNAP 6550](#) for instructions.

5704.1 OCSE Payments to TEA Recipients

SNAP Manual 06/01/05

Under Title IV-D, the state is assigned the rights to all child support payments received by the recipients of TEA Cash Assistance. Through the Office of Child Support Enforcement (OCSE), the state seeks child support payments on the behalf of TEA Cash Assistance recipients. Any child support remaining after deduction of the TEA payment is refunded to the TEA recipient. OCSE refunds to the TEA recipient. These refunds are automatically calculated into the client's SNAP budget as long as the client receives TEA Cash Assistance. A budget sheet is issued to the DHS county office and a notice is issued to the household. The DHS county office worker does not have to take any action to change the household's budget to remove the refund. If the total child support collected, alone or with other countable income, exceeds the TEA income eligibility standard of \$223, the TEA case will close. If the TEA case closes, the DHS county office worker must change the household's budget to include the gross child support payment as income in the SNAP budget.

5704.2 OCSE Payments to Medicaid Recipients

SNAP Manual 01-01-00

Child support received directly from the absent parent on behalf of Medicaid recipients may be sent by the household to OCSE. OCSE later returns the child support payments to the household. These payments will not be counted as income until they are returned to the household by OCSE.

5704.3 OCSE Payments to Individuals Not Receiving TEA/Medicaid

SNAP Manual 01/01/00

OCSE provides services to individuals who are not receiving TEA. Child support payments collected for children not included in a TEA case are considered unearned income. OCSE charges

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5700 Unearned Income

5704 Child Support/Alimony Payments

households not receiving benefits a collection fee; however, this fee can be neither deducted nor excluded. The entire gross amount collected and disbursed to the household will be counted in the SNAP budget.

EXCEPTION: Non-recurring lump sum payments issued to make up for 1) a missed payment already counted in the SNAP budget or 2) payments held in error by OCSE will be handled as a lump sum payment in the month of receipt. See [SNAP 4950](#).

EXAMPLE: A household normally receives \$100 per month child support through OCSE. This amount has been included in the SNAP budget for the certification period June through November. On December 15, the household submits another SNAP application. Child Support of \$300 is declared on the application. At the interview, the household states that the \$300 child support payment was received on December 10th. However, \$200 of that amount was to make up for the months of October and November when no payments were received. Since \$200 of the \$300 payment has already been counted in the SNAP budget, only \$100 will be shown as income in the budget for December. \$100 will be anticipated as child support income in the prospective budget.

At times, OCSE withholds support received by individuals no longer receiving TEA in order to reimburse previous TEA or AFDC payments. Such individuals are considered to have an “AFDC or TEA arrearage.” Any child support monies, whether intended for the current month or a month prior to the current month, will be excluded as income when applied to an AFDC or TEA arrearage. See [SNAP 5401](#).

At other times, an absent parent pays child support in excess of the court-ordered amount to make up for previously missed payments. If these payments need not be applied to an AFDC or TEA arrearage, OCSE will send the extra money to the household. Any such payments not already counted in the household’s SNAP budget, will be counted as income in the month received. When it is anticipated that the absent parent will continue to make support payments in excess of the court-ordered amount due to the number of missed payments, the extra money will continue to be counted in the SNAP budget. A variable budget will be prepared as instructed in [SNAP 7523.3](#) if the household’s child support payments are anticipated to decrease.

When OCSE receives more than the court-ordered amount of child support and there is no arrearage, only the court-ordered amount will be disbursed. The balance of the money will be held by OCSE in an “advance account” and used to pay the court-ordered support amount when the absent parent is unable to pay due to lack of work or other circumstances. Only the amount

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5700 Unearned Income

5704 Child Support/Alimony Payments

actually disbursed to the household by OCSE plus the collection fee will be counted in the SNAP budget.

5704.4 Anticipating Child Support Income

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In the [7000 Section](#) of the *SNAP Certification Manual* a variety of methods of anticipating income are explained. The worker may choose from [SNAP 7000](#) the most appropriate method of anticipating child support income based on the household's current situation.

EXAMPLE 1: A household receives child support payments in the same amount each week or every other week. You may anticipate monthly income by multiplying the payment amount by 4.334 or 2.167 as appropriate. See [SNAP 7513](#).

EXAMPLE 2: A household normally receives child support every month but the monthly amount fluctuates. You may average several months' income. See [SNAP 7521](#).

EXAMPLE 3: A household receives child support payments sporadically (every other month or every quarter) but a pattern of payment can be established. You may average the child support payment over the period of intended use. See [SNAP 7520](#).

If the household is expecting changes in the amount of child support or the frequency of payment, these changes must be anticipated when the prospective budget is prepared. See [SNAP 7512](#) for instructions. In the event that a change is anticipated, a variable budget may be required. See [SNAP 7523.3](#) for instructions on preparing variable budgets.

The county office worker must be alert not to verify and handle child support payments from different sources as one source of income.

EXAMPLE: There are two children in the home. Each child has a different father. Each father pays child support. Each child support payment must be handled as a separate source of income.

In some instances, child support received by the household will not be included in the budget.

General guidelines for excluding child support income:

- **DO NOT COUNT** child support received by the TEA recipients which are obligated to be turned over to OCSE to maintain TEA eligibility even when such payments are kept by the household in violation of the law. [SNAP 5401](#)

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- **DO NOT COUNT** payments received by former AFDC and/or TEA recipients when the payments are held by OCSE and applied to AFDC and/or TEA arrearages. [SNAP 5401](#)



NOTE: Any of these payments not to be applied by OCSE to an AFDC/TEA arrearage will be sent to the custodial parent. Unless these funds have already been counted as income in the SNAP budget, they must be counted as income in the month of receipt. [SNAP 5704.3](#)

- **DO NOT COUNT** non-recurring lump sum child support payments received through an interception of a state or federal income tax refund or a lump sum Worker's Compensation payment. [SNAP 5401](#)
- **DO NOT COUNT** non-recurring lump sum child support payments issued by OCSE to make up for a payment missed in error by OCSE and already counted in the SNAP budget. [SNAP 5704.3](#)
- **DO NOT COUNT** the value of voluntary in-kind payments intended as child support. For example, if the absent parent furnishes food, milk, pampers, clothes, etc. in the absence of a cash payment to the custodial parent, you would NOT count the value of the items as income. [SNAP 5406](#)

General guidelines for counting child support income:

- **DO COUNT** monies diverted from the court-ordered support or alimony payments to a third party for a household expense SO LONG AS there is no court order or other legally binding document requiring direct payment to a third party. If such an agreement exists, the monies will be excluded as income. Any part of a household expense covered by excluded income is not allowable in the SNAP budget. [SNAP 5704](#) & [SNAP 6700](#)
- **DO COUNT** the gross amount of the child support payment. Collection fees charged by OCSE are neither deductible nor excludible. [SNAP 5704.3](#)
- **DO COUNT IN THE MONTH OF RECEIPT** money held by OCSE in an "advance account" and used to pay the court-ordered amount when the absent parent is unable to work. [SNAP 5704.3](#)

5704.5 Verifying Child Support Paid Through OCSE

SNAP Manual 06/01/05

Child support received through the Office of Child Support Enforcement (OCSE) will be verified through the DCO-OCSE Inquiry Interface. The following link: <http://dhs.arkansas.gov/dhscs/> opens Office of Child Support Enforcement's web-based inquiry interface. Authorized DCO staff may utilize this interface to inquire OCSE child support collections and distributions where

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5704 Child Support/Alimony Payments

necessary to determine eligibility for DCO programs. Instructions for accessing and using this inquiry interface may be found in the OCSE Interface Appendix. ([Appendix O.](#))



NOTE: Due to IRS confidentiality rules, OCSE is no longer allowed to divulge information that could identify IRS refunds. Therefore, all information has been removed from the “Source” field. Neither will the local OCSE office verify for DHS case managers that the source of a payment is an IRS refund. However, they will provide this information to the individual who received the payment.

5704.6 Verification of Child Support Not Paid Through OCSE

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To verify child support not paid through OCSE, the county office worker may accept:

- Check stubs or other documentation from a court or other agency that collects and disburses the child support payment.
- A signed, dated statement from the individual who pays the child support. If possible, the statement should contain the individual’s name, address and telephone number.
- Other documentary evidence of the amount of the payment.

If the absent parent refuses to verify the child support payments and other documentary evidence is not available, the worker may accept collateral statements. In the event that collateral statements are not available, the worker may accept the household’s statements about the amount of the payment.

Any discrepancies between information reported by the household and the information verified by the worker must be resolved. For example, a household has not reported child support income, but the worker has information indicating child support is being received. The household will be allowed to provide additional information if necessary to prove its statements.

5704.7 Documentation of Child Support Income

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Each source of child support income should be clearly documented to show:

- The name of the individual who makes the child support payment;
- The name of the child for which the child support is received;
- The date and amount of each child support payment used in the calculation of the monthly income;

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5700 Unearned Income

5705 Contributions

- The frequency of receipt of child support (e.g., weekly, bi-weekly, monthly, etc.); and
- An explanation of how the gross monthly child support income was calculated.

5705 Contributions

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Contributions are recurring payments received by a household member from a friend, relative or organization. Loans, gifts, lump sum payments, and irregular or infrequent income will not be considered contributions.

Cash donations, based on need, that are received from one or more private, non-profit charitable organization are excluded as income to the extent that such donations do not exceed \$300 in a Federal fiscal year quarter. (See [SNAP 5405](#), number 10.) The Federal fiscal year quarters are listed below.

- First Quarter - October, November, December
- Second Quarter - January, February, March
- Third Quarter - April, May, June
- Fourth Quarter - July, August, September

Those donations that exceed \$300 in any Federal fiscal year quarter will be considered unearned income.

EXAMPLE: A household received \$100 donations in July from a church. In August, the same church gave the household another \$100 donation. In September the ministerial alliance gave the household \$250. The donations received in July and August would be excluded as income. \$100 of the September donation would also be excluded. For September, the household would have \$150 in countable unearned income from charitable donations.

Contributions will be considered income in the month received when received on a monthly basis. When received less often than monthly, contributions will be averaged forward over the period of intended use.

5706 Diverted Payments

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Monies legally obligated and payable to the household will be counted as income when diverted by the payor to a third party for a household expense.

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5700 Unearned Income

5708 Foster Care Payments/Guardianship Payments

EXAMPLE 1: Public assistance grants (TEA cash assistance or SSI) diverted to a protective payee for the purpose of managing the household's expenses.

EXAMPLE 2: Monies diverted from court-ordered support or alimony payments to a third party for a household expense - e.g. the rent payment is made from the support payment by the court. (This applies only when there is not a court order or other legally binding agreement which requires direct payment to a third party.)

EXAMPLE 3: Monies diverted from funds owed to the household to pay a third party for a household expense - e.g. VA deposits the Veteran's check in a special account and the bank authorized payments for household expenses.

Some states have a General Assistance (GA) Program. (Arkansas does not have a GA Program.) In those states, some GA vendor payments are provided for living expenses. Only those GA vendor payments provided to cover housing expenses, exclusive of energy or assistance expenses, will be included as income. GA vendor payments provided for the purpose of energy assistance will be excluded as income. (Also see [SNAP 5405](#), item 4.)

5708 Foster Care Payments/Guardianship Payments

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This policy applies only to those households into which foster care placements have been made by a Federal, State or local governmental foster care program - e.g., Division of Children and Family Services or Mental Health Services (Children "taken in" by neighbors, friends or relatives without any type of formal placement are not considered foster children for the purpose of applying this policy. They will be included as household members if otherwise eligible.)

Households which provide foster care will have two options.

OPTION 1: The household may elect to consider the person in foster care as a boarder. If the person in care is considered to be a boarder, the foster care payment will be excluded as income to the household.

OPTION 2: The household may elect to include the person in foster care as a household member. If the person in care is included as a household member, the foster care payment will be included as income to the household.

Guardianship payments are payments made to a person who becomes a child's legal guardian. There are two types of guardianship payments – Kinship Care and subsidized guardianships.

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5700 Unearned Income

5709 Gifts/Cash Prizes

Guardianship payments are treated the same as foster care payments with the same two options.

5709 Gifts/Cash Prizes

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A monetary gift or prize on a one-time basis will not be considered income to the household. A monetary gift received for a birthday present or a Christmas present is an example of a one-time gift.

Gifts received on a one-time basis will be considered a lump sum payment and handled as instructed in [SNAP 4950](#).

If a household member receives a recurring gift or prize which exceeds \$30 per quarter, the gift or prize will be counted in the household's budget as unearned income. Recurring gifts or prizes in excess of \$30 per calendar quarter may either be averaged forward over the period of intended use or counted as income in the month received.

5710 Installment Contracts

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Income resulting from an owner-financed sale of property is counted as unearned income; no earned income deduction will be allowed. However, the installment contract will be handled in the same way as self-employment income is handled.

The following items will be allowed as costs of doing business.

1. Costs incurred by the holder of the installment contract for real estate taxes and/or insurance on the financed property.
2. Costs incurred by the holder of the installment contract for interest payments on a pre-existing mortgage on the financed property - (e.g. - a man sells a house upon which he is still making payments).
3. On a one-time basis, as-incurred, broker's fees paid by the holder of the installment contract. (For example, if a property is sold on June 11, and the household reports this sale on June 18, the broker's fees may be excluded from the July payment.)

EXAMPLE 1: Mr. Green owns 20 acres of land which he purchased in 1980. His payments on the land are \$150 per month which includes \$60 per month interest and a \$30 escrow payment. The escrow account is used to pay real estate taxes of \$200 and annual insurance payments of \$100.

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5700 Unearned Income

5710 Installment Contracts

In 1996, Mr. Green sold this land to Mr. Redd. Mr. Redd paid Mr. Green \$1,000 down and agreed to pay \$175 per month for 240 months. Mr. Green will continue to pay the bank \$150 per month on the original mortgage. Since the taxes and insurance are included in this payment, Mr. Green will continue to incur these costs until the original mortgage is paid. Mr. Redd agreed to pay all brokerage fees.

The \$1,000 down payment will be excluded as income since it is considered a lump sum payment. The full \$175 payment (less exclusions for the allowable costs of doing business) will be counted as unearned income. The allowable costs of doing business are the costs of taxes and insurance incurred by Mr. Green and the interest Mr. Green pays on the original mortgage.

Taxes	\$200	
<u>Insurance</u>	<u>\$100</u>	
	\$300	Yearly Costs - 12 months = \$25 per month

Monthly Interest Payments Made by Mr. Green	\$60 per month
Monthly Costs of Taxes and Insurance	+ <u>\$25 per month</u>
Total Excludable Costs Per Month	\$85

Monthly Payments Received by Mr. Green	\$175
Total Monthly Costs of Doing Business	- <u>\$85</u>
Portion of Payment to be Counted in Budget	\$90

EXAMPLE 2: Mr. Long also sold 20 acres of land to Mr. Redd. He will also receive \$1,000 down and \$175 per month for 240 months.

There are no mortgages on the property Mr. Long sold. Mr. Redd pays all taxes and insurance costs on the property and paid all brokerage fees at the time of the sale.

The entire \$175 monthly payment will be counted as income in Mr. Long's SNAP budget.

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5700 Unearned Income

5711 Interest, Dividends, Royalties

5711 Interest, Dividends, Royalties

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The following are examples of interest, dividend, or royalty payments that are considered unearned income:

1. Interest

Interest payments received by any household member for money held in any type of account – checking, savings, certificate of deposit, etc. Interest is considered unearned income even if not paid directly to the household but added to the account balance.

An interest payment will be counted as unearned income in the month received, or prorated over the period of time the payment is intended to cover, whether received on a quarterly or annual basis. The household selects the method to be used.

EXAMPLE: On 11/10 a household member received a quarterly interest payment in the amount of \$15.00 from his savings account. He may choose to either consider the entire \$15.00 as income for the month of November, or may have it prorated over the three-month period of November, December, and January.

2. Dividends

Dividends are payments received from investment such as, but not limited to stocks, bonds, insurance, etc. owned by the household. Dividends may be received on a monthly, quarterly or annual basis. Dividends are counted as unearned income either in the month received or are prorated over the period of time the payment was intended to cover.

3. Royalties

Royalties are:

- a. payments received as profits from the sale of a product,
- b. payments from oil or gas leases, or
- c. payments made from the sale of items under a patent.

Royalties may be issued on a monthly, quarterly, or annual basis. Royalties will either be counted as income in the month of receipt or prorated over the period of time the payment is intended to cover.

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5700 Unearned Income

5712 Pensions

5712 Pensions

SNAP Manual 01/01/00

A pension is a fixed sum paid regularly under certain conditions to an individual or to that individual's surviving dependent following years of military service or employment.

The following households contain members who may receive pensions:

1. Households with age 60 or older or individual with disability members with a prior military service or members who are individual with disability or under age 18 and who are a surviving dependent of a person with prior military service;
2. Households with members retired (by age 60 or older or individual with disability) from a private firm like a factory or a utility company;
3. Households with members who retired from Federal or State employment by reasons of age 60 or older or individual with disability and their surviving dependents if the dependents are age 60 or older, individual with disability or minor children; or
4. Households with members retired from a school, college, or university due to age 60 or older or individual with disability.

When a portion of a pension is awarded to an ex-spouse by the court in a divorce or legal separation settlement, the portion diverted to the ex-spouse is excluded as income as long as the payment goes directly to the ex-spouse.

EXAMPLE: Mr. G. is in receipt of civil service retirement benefits. The court awarded 49 percent of his retirement to his ex-wife. Mr. G. receives only the 51 percent that the court allocated to him. He receives an annual statement that indicates his total benefit and the wife's portion of the total amount. Only the portion of the retirement benefits Mr. G. actually receives will be counted in his SNAP budget.

5713 Railroad Retirement

SNAP Manual 01/01/00

Railroad Retirement benefits are paid to individuals and spouses covered under the Railroad Retirement Act. An individual may receive both Railroad Retirement and Social Security, if covered under both programs. The spouse of a Railroad Retirement beneficiary may receive a spouse's pension while receiving Social Security under his or her own record. Railroad Retirement benefits are counted as unearned income.

See the [Unearned Income Appendix](#) for additional information.

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5700 Unearned Income

5714 Reimbursement for Normal Living Expenses

5714 Reimbursement for Normal Living Expenses

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If a household is reimbursed for normal household expenses such as rent, mortgage, personal items or food that is eaten at home, the reimbursement is considered to be a gain or benefit and is counted as unearned income. (For situations which reimbursements are excluded, see [SNAP 5411](#).)

If the reimbursement is provided by an employer and considered compensation for actual work performance, the income will be counted as earned income.

5715 Rental Income

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NOTE: This section does not deal with income from boarders. See [SNAP 5620](#) for instructions on handling income from boarders.

Rental income is money received as the result of the rent or lease of property owned by a household member or members. The amount of the rental income to be shown in the SNAP budget will be the gross amount of rental income received less the “costs of doing business”. Costs of doing business include real estate taxes on the property, insurance premiums paid for insurance to cover the property, and interest paid on a loan on the rental property.

If the costs of doing business cannot be distinguished from a household’s shelter costs, then these costs will not be allowed. For example, a household owns a house with a garage apartment. The garage apartment is rented for \$200 per month. The household makes one payment on the property. The taxes and insurance are included in the payment. The household states there is no way to identify the portion of taxes, insurance or interest paid on the garage apartment; therefore, the county office worker allows the entire property payment as a shelter cost. The entire \$200 payment received for rent on the garage apartment is shown as income.

If a household member is engaged in the management of the property at least 20 hours per week, rental income is considered earned income. Otherwise, the rental income is considered unearned income. If rental income is considered earned income, the earned income deduction explained in [SNAP 6200](#) will be applied to the net rental income.

Land rent is income received on an annual basis for the rental of property used in an agricultural endeavor. Since an agreement must be reached regarding the amount of land rent to be

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5700 Unearned Income

5716 Severance Pay Received in Installments

received, land rent is considered to be contractual income and will be annualized as instructed in [SNAP 7519](#).

In some situations, an individual will live in a house owned by someone else and will make the payments on that house in lieu of a rental payment. In situations like this, the house payment will be considered rental income to the owner. All allowable costs of doing business will be excluded from the gross amount of the house payment before it is added to the owner's SNAP budget.

5716 Severance Pay Received in Installments

SNAP Manual 01/01/00

Severance pay is an allowance or income payable to an employee upon termination of employment. Severance pay is usually based upon length of service.

Severance payments designated to be paid in monthly installments are considered unearned income in the month(s) received. If, however, a terminated employee receives a lump sum severance payment, the severance must be counted as a resource. (Refer to [SNAP 4950](#) for handling lump sum severance payments counted as a resource.)

5717 Sick Pay

SNAP Manual 01/01/00

Sick pay not paid directly by the employer but paid through an insurance company will be counted as unearned income. See [SNAP 5508](#) for additional information.

5718 Social Security Benefits (SSA)

SNAP Manual 01/01/00

Social Security Benefits are monthly checks paid to retired or individual with disability based upon contributions the individual made while employed. Social Security Benefits are also payable to the individual's spouse and/or children in particular instances. (Social Security benefits are rounded down to the nearest dollar by SSA prior to payment.) Social Security benefits are counted as unearned income.

A full description of the criteria for receipt of SSA may be found in the [Unearned Income Appendix](#).

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5700 Unearned Income

5719 Strike Benefits

5719 Strike Benefits

SNAP Manual 01/01/00

Strike benefits are payments by a labor union to a member as a result of a strike. See [SNAP 1730](#).

5720 Supplemental Security Income (SSI)

SNAP Manual 01/01/00

SSI is a federally administered cash assistance program for age 60 or older, blind or individual with disability with little or no income or resources. SSI is paid on a monthly basis. SSI payments are counted as unearned income.

A full description of the SSI program may be found in the [Unearned Income Appendix](#).

Under a PASS (Plans for Achieving Self-Support) any blind or disabled SSI claimant or recipient may set aside income for a work goal such as education, vocational training, work-related equipment or starting a business. Monies set aside under a PASS are excluded as income and as a resource in the Supplemental Nutrition Assistance Program.

See [SNAP 4450](#), item 12, for the resource exclusion provisions.

See [SNAP 5405](#), item 18, for the income exclusion provisions.

SNAP benefits will not be increased when a household's SSI benefits are reduced, terminated or suspended due to an intentional failure to comply with SSI Program rules. See [SNAP 12110](#).

5721 Unemployment Insurance (UI) Benefits

SNAP Manual 01/01/00

Unemployment insurance is defined as compensation to an unemployed worker in the form of a sum of money paid at regular intervals by a union, employer, or government agency. UI benefits are counted as unearned income. For a full explanation of Unemployment Compensation benefits, see the [Unearned Income Appendix](#).

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5700 Unearned Income

5723 Veteran's Administration Benefits (VA)

5723 Veteran's Administration Benefits (VA)

SNAP Manual 01/01/03

VA benefits are monthly checks issued to certain individuals who served in a branch of the United States Armed Services. VA checks are also issued to a veteran's dependents under certain conditions. VA benefits are counted as unearned income.

For VA disability pensions, a monthly check and an annual "adjustment" check is sent. At the end of the year (October for most disabilities), the VA sends out a letter asking the household to verify the past year's income and out-of-pocket medical and educational expenses for the veteran and his/her spouse. The VA will either establish a claim for any overissuance or make retroactive income payment(s). Monthly amounts in the coming year may also be adjusted. If the household receives an income adjustment lump-sum payment, the payment will be excluded as income. Since this is considered a retroactive income adjustment and not a reimbursement for medical expenses, out-of-pocket expenses may be deducted by the household if the member who incurred the expense is age 60 or older or individual with disability.

Some veterans receive an aid and attendance payment. These payments, which are intended to be used by the veteran to pay the cost of a nurse or attendant, are counted as income in the SNAP budget. If the veteran does use the funds to pay for nursing care or an attendant, these costs will be deducted as a medical expense. See [SNAP 6500](#).

Educational benefits paid under the Montgomery GI Bill to students enrolled in an institution of post-secondary education are excluded as income. See [SNAP 1622.3](#).

5724 Worker's Compensation Benefits

SNAP Manual 01/01/00

Worker's compensation payments are insurance payments made as a result of injury or death on a work site. Such payments may be received by the injured individual on a bi-weekly basis or as a lump sum payment. When a death occurs, a lump sum payment will be made to the individual's survivors. (Lump sum payments are considered a resource – see [SNAP 4950](#).) Worker's Compensation payments received on a bi-weekly basis are counted as unearned income.

Not all work sites are covered by Worker's Compensation. However, whenever a household claims a job-related injury, or death, the possible receipt of Worker's Compensation Benefits

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5700 Unearned Income

5725 Verification

must be explored with the household. See the [Unearned Income Appendix](#) for additional information.

5725 Verification

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Unearned income must be verified at initial application. At recertification, income must be verified if the source of the income has changed or the amount has changed by more than \$25.00. Unearned income reported to be unchanged or changed by less than \$25.00 must be verified only when information regarding this income is considered incomplete, inaccurate, inconsistent or outdated.

Acceptable verification of unearned income is listed below in order of preference.

1. Award letters or notices when the current income is indicated on the letter or notice.
2. Correspondence from the source of the income when the correspondence indicates the current income amount.
3. A properly completed DCO-70, Check Verification Form.
4. Viewing the check. (When making copies of checks, ensure that the signature on the check is properly masked.)
5. Collateral contact with the source of the income.
6. Collateral contact with someone other than the source of the income who can verify the amount.

5726 Specific Verification for Some Unearned Income

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TEA Cash Assistance

Use the WADC screen, case record, or the current payroll. All are available in the county office.

Foster Care Payments

Verification may be obtained through letters or notices from the agency providing the payment. If no letters or notices or available, verification may be obtained through direct contact with the Agency.

SSA/SSI

SSA and/or SSI income may be verified through SSA Query Screen (WQRY). The household may also present correspondence from Social Security.

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5700 Unearned Income

5727 Documentation

Unemployment Compensation (UI)

UI benefits will normally be verified via the WESD screen. If the information does not appear on the screen or the information on the screen appears to be inaccurate, the household will be asked to furnish verification. The local ESD office will not be contacted.

Charitable Donations

The amount of the charitable donation received in each month of the current Federal fiscal quarter must be verified. See [SNAP 5705](#) for a list of the Federal fiscal quarters.

5727 Documentation

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Document:

1. The name of the person who receives the unearned income;
2. The source of the unearned income; and
3. The verification obtained.

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5800 Determining Income/Reference List

5727 Documentation

5800 Determining Income/Reference List

SNAP Manual 01/01/03

A reference list is provided to assist the caseworker in locating the section of policy which describes the process for determining countable income.

Process	Reference
Income	SNAP 7100
Special Processes	
Institutions	SNAP 1800
Battered Women	SNAP 1840
Boarders	SNAP 5620
Disqualified Individuals:	
Fleeing Felons	SNAP 1623.2
IPV	SNAP 1623.2
Requirement to Work	SNAP 1623.2
SSN Requirement	SNAP 1623.1
Workfare Sanction	SNAP 1623.3
Work Registration Violation	SNAP 1623.2
Income From Odd Jobs	SNAP 5512.1
Ineligible Alien	SNAP 1621.6
Installment Contracts	SNAP 5710
Rental Income	SNAP 5715
Self-Employment	SNAP 5600
Sponsored Aliens	SNAP 1621.7
Strikers	SNAP 1730
Students:	
Ineligible	SNAP 1622.9
Foster Children	SNAP 5708

SNAP CERTIFICATION MANUAL – SECTION 6000

6100 Deductions – Summary

Deductions

6100 Deductions – Summary

SNAP Manual 11/01/11

When calculating a Supplemental Nutrition Assistance Program budget, a case worker must determine which deductions will be used in that budget. There is one deduction that is uniformly used in every budget calculated. This is the standard deduction.

The standard deduction is used in every budget calculated. The amount of the standard deduction is dependent on the household size.

The earned income deduction is applied in every budget when the household contains a member with earnings.

The farm loss deduction is applied only when a household has a member engaged in a farming operation and that operation sustains a loss.

Dependent care deductions apply when there are payments for the care of a child or an incapacitated adult so that a household member can work or attend training preparatory to work.

An excess medical deduction is allowed only for aged and/or disabled household members. Medical costs for aged and/or disabled members that exceed \$35 per month per household will be deducted or the household may elect to use the standard medical deduction.

A child support deduction is allowed for legally obligated child support paid by a household member to an individual who is not a household member.

Excess shelter cost deductions are allowed when any household's monthly costs for rent or house payment, real estate taxes, insurance on the home, and utilities exceed 50 percent of the household's income following all other deductions. There is no limit to the amount of excess shelter cost deduction for households containing an aged or disabled member. All other households have a limit. See [Appendix D: Standards](#) for the current limit.

These are the only deductions that can be used when calculating a SNAP budget.

Deductions are applied after the gross income has been calculated. The gross income is calculated by determining the total gross amount of all income after all exclusions.

See [SNAP 5400](#) for an explanation of income exclusions.

See [SNAP 5500-5700](#) for an explanation of countable income.

SNAP CERTIFICATION MANUAL – SECTION 6000

6100 Deductions – Summary

Deductions

See [SNAP 7000](#) for an explanation of calculating gross income prospectively.

Each deduction is discussed in the order of application.

6200 The Earned Income Deduction

SNAP Manual 06/01/01

In the process of calculating a SNAP budget, the earned income deduction is applied first. The earned income deduction is a percentage of the gross earned income and is designed to cover mandatory deductions and work-related expenses. See [Appendix D: Standards](#) for the current percentage used in the earned income deduction. Gross earned income (including self-employment income after all exclusions) is multiplied by the current percentage to determine the earned income deduction. The resulting figure is the earned income deduction. The earned income deduction will be rounded up or down to the nearest dollar and subtracted from the gross earned income to obtain net earned income.

EXAMPLE: As of 10/1/00, the percentage of the gross earned income used as the earned income deduction was 20%. If a household's gross earned income was \$724, then the earned income deduction would be - \$145 ($\$724 \times 20\% = \144.80 rounded to \$145).

Households with only unearned income are not entitled to this deduction. It is not applied to any excluded income such as the earnings of a child or irregular income. All earned income is totaled before the earned income deduction is calculated.

EXAMPLE: A household has three members working part time earning \$500, \$300 and \$250 gross income per month respectively.

The member earning \$250 gross income per month is 16 years old and a junior in high school. The earned income deduction would be calculated as follows:

$$\begin{aligned} & \$500 + \$300 \text{ (exclude the 16-year-old high school student's income)} \\ & = \$800 \text{ gross income} \\ & \$800 \times 20\% = \$160 \text{ earned income deduction} \\ & \$800 - 160 = \$640 \text{ Net Earned Income} \end{aligned}$$

When an overpayment is calculated as explained in [SNAP 15400](#), the earned income deduction is not allowed if the household intentionally failed to report the income and the overpayment has been classified as an IPV due to the household's failure to report.

See [SNAP 15400](#) for complete instructions on handling this type of situation.

SNAP CERTIFICATION MANUAL – SECTION 6000

6200 The Earned Income Deduction

6210 Farm Loss Deduction

When earned income tax credits are paid as part of a household's earned income, the earned income tax credit will be excluded from the gross income before the earned income deduction is allowed.

6210 Farm Loss Deduction

SNAP Manual 12/01/95

The losses from a farming enterprise operated by a household member may be deducted from the household's other countable income. [SNAP 5670](#) contains instructions for applying the Farm Loss deduction.

SNAP CERTIFICATION MANUAL – SECTION 6000

6300 The Standard Deduction

Standard Deduction

6300 The Standard Deduction

SNAP Manual 11/01/11

A standard deduction is applied to all SNAP households. The standard deduction is based on the household size. See [Appendix D](#):

The standard deduction is applied in the following manner when there is both earned and unearned income in the household:

1. Calculate the net earned income by applying the earned income deduction as described in [SNAP 6200](#) above.
2. Total all unearned income.
3. Calculate gross income by adding together net earned income and total unearned income.
4. Subtract the standard deduction from the gross income. The resulting figure is the adjusted gross income.

EXAMPLE: There are five household members. The household has one member with gross earnings of \$795. Two members each receive TEA cash assistance of \$162. The calculations are based on deduction amounts in effect 10-01-10

Therefore:

1. **Calculate net earned income:** Gross earned income $\$795 \times 20\% = \159 earned income deduction. $\$795$ gross earned income - $\$159$ earned income deduction = $\$636$ net earned income.
2. **Calculate total unearned income:** $\$162$ TEA cash assistance + $\$162$ TEA cash assistance = $\$324$
3. **Calculate total gross income:** $\$636$ net earned income + $\$324$ total unearned income = $\$960$ gross income.
4. **Subtract the standard deduction:** $\$960$ total gross income - $\$179$ standard deduction = $\$781$ adjusted gross income.

When there is only earned income in the SNAP budget, the gross income will consist of the amount calculated as the net earned income.

EXAMPLE: The household reports only earned income of \$795. The worker calculates the earned income deduction as \$159 and \$636 as the net earned income. \$636 will be entered as the total income and the \$179 standard deduction will be subtracted from this figure ($\$636 - \$179 = \$457$) to obtain the adjusted gross income.

SNAP CERTIFICATION MANUAL – SECTION 6000

6300 The Standard Deduction

Standard Deduction

When there is only unearned income in the SNAP budget, the gross income will consist of the amount calculated as the total unearned income.

EXAMPLE: There are six household members. The household reports only unearned income of two TEA cash assistance checks. They total \$324. \$324 will be entered as the gross income and the \$205 standard deduction will be subtracted from this figure ($\$324 - \$205 = \$119$) to obtain the adjusted gross income.

SNAP CERTIFICATION MANUAL – SECTION 6000

6400 The Dependent Care Deduction

6410 Documentation and Verification of Dependent Care Costs

6400 The Dependent Care Deduction

SNAP Manual 10/01/08

Dependent care costs are payments for the actual care of a child or other dependent person (e.g. an incapacitated adult). Payments are deductible only when necessary for a household member to:

1. Accept or continue employment; or
 2. Pursue education preparatory for employment; or
 3. Comply with the SNAP Employment and Training (E & T) Program requirements;
- OR**
4. Seek employment.

The dependent care deduction will include costs such as baby sitter or day care fees or the cost of an attendant for an incapacitated adult. The amount of the deduction will be the total cost of dependent care, there is no maximum deduction amount.

EXAMPLE: A household reports that a member is employed. This member pays \$45 per week per child to a day care center for two children.

Calculated prospectively, dependent care costs would be
 $\$45 \times 4.334 = \195 per child
 $\$195 \times 2 = \390 total dependent care costs.

Child care expenses that are reimbursed or paid by the Division of Child Care and Early Childhood Education, TEA Program or other similar programs are not deductible. A deduction will be allowed only for the portion of child care expenses not paid or reimbursed by such a program.

Any reimbursements made by the Division of Child Care, TEA Program or other similar program to the household will not be counted as income ([SNAP 5411 #3](#)).

6410 Documentation and Verification of Dependent Care Costs

SNAP Manual 06/01/01

At a minimum, the following documentation of the dependent care deduction must show the following:

1. The amount of the dependent care payment;
2. The frequency of the expense/bill - i.e. weekly, bi-weekly or monthly; and
3. The name, address and telephone number of the dependent care provider.

SNAP CERTIFICATION MANUAL – SECTION 6000

6400 The Dependent Care Deduction

6410 Documentation and Verification of Dependent Care Costs

At any case action, dependent care costs need be verified only if information regarding these costs is questionable. If verification is requested the case worker will also document:

1. The reason the payment was considered questionable; and
2. The source of the verification (example - phone call to Kiddie Kare Director, Mrs. John Smith, verified the amount billed as \$50 per week).

If the household does not supply the requested verification of dependent care costs within the specified time frames, the case action (application approval, change processing etc.) will not be delayed solely to obtain this verification. The case will be processed without including the declared dependent care costs.



NOTE: If at application, eligibility is dependent upon the inclusion of dependent care costs, the application may continue to be held for up to 60 days awaiting this verification.

If the verification is later provided, the dependent care costs will be included in the household's budget. This action will be handled as a change and will be processed in accordance with the timeliness standards in [SNAP 11410](#). The date upon which the verification was supplied will be considered the date the change was reported.

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6500 Medical Deduction

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Allowable medical costs listed in SNAP 6510 incurred by an aged and/or disabled household member are deductible. See the Glossary definition of "[Aged/Disabled](#)." Only allowable medical costs in excess of \$35 per month are deductible. The \$35 disregard applies to the entire household and not individual members.

Aged / Disabled households may choose to verify actual medical expenses or elect a medical standard deduction (See SNAP 6520) when an aged / disabled household member incurs at least \$35.01 per month in allowable medical expenses and provides verification of the expenses. The individual will remain eligible at each subsequent case action for the standard medical deduction as long as he or she declares medical expenses that exceed \$35 per month.

Each household member is evaluated individually for entitlement to the medical deduction. Spouses of aged/disabled members are not entitled to a medical deduction unless they are also aged or disabled. The medical expenses of household members receiving benefits as dependents of an SSI, Social Security or VA recipient are not deductible unless the dependent is also aged or disabled.

EXAMPLE: Mr. Carter, age 45, receives Social Security disability benefits. His wife, age 40, receives a Social Security check as the mother of his three children ages 17, 14, and 12. Mrs. Carter also receives a Social Security check as the payee for her children. Neither Mrs. Carter nor any of the three children are disabled. However, there is a two year old grandchild in the home who is disabled. Mrs. Carter is the payee for an SSI check for this child. Only medical expenses for Mr. Carter and the grandchild are deductible.

Entitlement to a medical deduction begins either in the month that an individual turns age 60 or in the month that a disabled individual begins receiving a disability payment or Medicaid benefits.

A medical expense incurred for an aged or disabled individual who was a household member immediately before entering a hospital or nursing home is allowable if the household is responsible for the bills. This also applies to medical expenses incurred for an aged or disabled individual who was a household member at the time of his or her death. (This includes aged or disabled individuals who die while in a hospital or nursing home if they were a household member immediately before entering the hospital or nursing home.)

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6510 Allowable Medical Costs

EXAMPLE: Mr. Smith, age 75, was included in his daughter's SNAP case prior to entering the nursing home. He is covered by Medicaid, but his daughter must buy three prescriptions for him each month. They total \$45.00. His daughter is allowed to deduct medical costs each month even though she is neither aged nor disabled.

Households may be assigned a certification period longer than 12 months if all members are eligible and each member is either aged or disabled. At the end of each 12-month period, these households are subject to an annual review. This review includes a full reassessment of the household's medical expenses if the household chooses a medical deduction based on actual medical expenses. See [SNAP 11345](#) for instructions.

6510 Allowable Medical Costs

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Each category of allowable medical costs is explained below.

1. Attendants, home health aides, disabled child care services, or homemakers - These costs are deductible when such services are necessary due to the age, disability, or illness of the aged or disabled member.
 - In addition to salary costs, an amount equal to the maximum SNAP benefit amount for one person will be deducted if the household provides the attendant (or attendants) with more than 50% of the meals served in the household in a month. For example, two attendants come each day. Therefore, the household is providing a meal to an attendant at each meal time. The full SNAP allotment for one person will be deducted even though neither attendant takes more than 50% of his or her meals in this home in a month's time.
 - The amount of the meal related deduction is the maximum SNAP benefit amount for one person that is in effect at the household's certification or recertification. If a new basis of issuance (NBI) occurs, the case worker is not required to update this deduction until the next scheduled recertification or annual review.
 - When the costs of an attendant could either be deducted as a dependent care expense or as a medical expense, the costs will be handled as a medical expense. If a mother pays dependent care costs for two or more children but not all the children are disabled, only the portion of the expense paid for the care of the disabled child or children will be allowed as a medical expense. When the amount paid for the care of the disabled child or children is not identifiable, the entire expense will be allowed as a dependent care deduction. See [SNAP 6400](#).

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6510 Allowable Medical Costs

2. Corrective Devices - Corrective devices are items such as, but not limited to, the following:
 - Dentures - full or partial
 - Braces worn on the teeth for orthodontic purposes
 - Eye glasses and contact lenses prescribed by a physician skilled in eye diseases or by an optometrist
 - Hearing aids (including batteries for the operation of the hearing aid)
 - Prosthesis
 - Corrective braces worn on the limbs
 - Corrective shoes and orthotics when prescribed by a doctor or other health care professional
3. Hospital and nursing home care - This includes costs incurred during confinement or out-patient care in a medical facility such as a hospital, out-patient facility, or nursing home recognized by the State. Such costs include, but are not limited to:
 - Room and board charges;
 - Nursing care;
 - Drugs and medical supplies;
 - Therapy;
 - Surgery; and
 - Tests.

Non-medical charges such as television rental fees are not allowed.



NOTE: Costs incurred for an aged/disabled individual who was a household member immediately before he or she entered the hospital or nursing home are allowable if the household is responsible for the costs.

4. Insurance - Health and Hospitalization Policy Premiums - This includes payments for aged/disabled members for health and hospitalization policy premiums such as, but not limited to, the following:
 - Medical and hospital insurance
 - Nursing home insurance
 - Cancer and intensive care insurances
 - Health insurance premiums deducted from paychecks
 - Dental insurance

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6510 Allowable Medical Costs

- Prescription drug insurance including “prescription drug cards” purchased by a household member that pays part of certain prescription costs

Some health insurance policies cover household members who are not entitled to a medical deduction as well as those who are. When the portion of the premium paid for the aged/disabled members cannot be determined, the premium will be prorated among all members included on the policy. The pro rata amount for one member will be multiplied by the number of aged/disabled members. The resulting amount will be considered a medical cost.

EXCEPTION: Do not allow health and accident policies such as those payable in lump sum settlements for death or dismemberment. Do not allow income maintenance policies such as those which continue mortgage or loan payments while the beneficiary is disabled.

5. Medicaid Cost Sharing - These are medical expenses incurred by aged/disabled Medicaid recipients which are not covered by Medicaid.

EXAMPLE: Medicaid recipients are allowed to obtain a certain number of prescriptions free of charge each month. Additional prescription costs incurred by a Medicaid recipient are allowed as a medical expense if the Medicaid recipient is aged or disabled.

6. Medical and Dental Care - This includes a dentist’s or a physician’s charges for:
 - Office calls
 - Hospital visits
 - Nursing home visits
 - House calls
 - Special treatments
 - Tests
 - Other medical procedures

This also includes other services provided by a licensed practitioner or other qualified health practitioner such as:

- Psychotherapy
- Rehabilitative services
- Chiropractic services

7. Medical Equipment and Supplies - This includes costs such as:
 - Needles and syringes used for the injection of insulin or prescription medication;

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6511 Allowable Medical Deductions in Alphabetical Order

- Costs for the purchase of sickroom supplies such as bandages and gauze for a surgical patient or bed pads and protective linens for bedfast patients;
 - Costs for the lease or purchase of medical equipment such as crutches, wheelchairs, wheelchair ramps, hospital beds and portable oxygen tanks.
 - Costs for the purchase, maintenance, and training of seeing-eye dogs for the blind, and service dogs for people with mobility disabilities. This includes the cost of food and veterinarian's bills for the dog. If a deaf person is otherwise aged or disabled, the costs of the purchase, maintenance and training of a dog used to "hear" for the deaf person are also considered a medical expense.
 - Costs for the purchase and maintenance of a "lifeline" service intended to be used by an elderly or disabled individual to call for assistance in the case of an emergency. Related telephone costs are not allowable since they would be covered by the telephone standard.
8. Medicare Premiums - These are premiums deducted from Social Security checks or paid by certain Railroad Retirement, VA and Social Security recipients for Medicare coverage under Title XVIII of the Social Security Act.
9. Prescription Drugs - This includes:
- Drugs prescribed by a licensed practitioner - e.g., doctor, dentist, chiropractor; and
 - Over-the-counter medication recommended or approved by a licensed practitioner. This includes over-the-counter medications such as, but not limited to, insulin for diabetics, aspirin for arthritics, herbal supplements, and vitamins. Food supplements prescribed by a physician or other health care professional may be allowed as an over-the-counter medication if the food supplement cannot be purchased with SNAP benefits. (If information is needed about a food supplement, the worker must contact the Supplemental Nutrition Assistance Program Section.)
10. Transportation and lodging - This is a reasonable cost for transportation and/or lodging incurred to obtain medical treatment.
- Transportation and lodging costs are determined on a case-by-case basis.
 - Transportation costs are based upon the type of transportation used. If the aged or disabled member uses his or her own vehicle, the current State employee reimbursement rate will be allowed. If the member used public transportation, the actual cost of the transportation will be allowed. If the member pays a non-household member for transportation, the amount charged by the individual will be allowed. Verification of the cost must be obtained. The type of transportation used and the reason for the trip must be documented.
 - Lodging may be allowed if the aged/disabled member is required to spend the

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6511 Allowable Medical Deductions in Alphabetical Order

night away from home to receive medical services. The reason the lodging was necessary must be documented in the case record. Verification that medical treatment did occur, as well as receipts to verify the lodging expense must be obtained.

- Lodging expenses are allowable for the parent or parents of a disabled child who is hospitalized or receiving treatment at a site that requires the parent or parents to obtain lodging. The cost of lodging does not include the cost of meals or other incidentals.

6511 Allowable Medical Deductions in Alphabetical Order

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1. Ambulance costs
2. Attendants, home health aides, care of a disabled child, homemakers, etc.
3. Braces, corrective, for limbs
4. Braces, orthodontic
5. Chiropractic services
6. Contact lenses
7. Corrective shoes and orthotics
8. Crutches
9. Dental services
10. Dentures
11. Dogs (including the cost of food and other costs) trained to assist blind, deaf or physically impaired
12. Drugs, prescription
13. Drugs, over the counter when prescribed by a licensed practitioner
14. Eye glasses
15. Hearing aids and batteries
16. Hospital care
17. Hospital beds
18. Incontinence supplies
19. Insurance, cancer and intensive care
20. Insurance, medical and hospitalization
21. Insurance, Medicare
22. Insurance, Medipak
23. Lease costs for medical equipment

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6520 Medical Standard or Actual Expenses

24. “Lifeline” service but not related phone costs
25. Lifts
26. Lodging when needed to receive medical treatment
27. Medicaid cost sharing
28. Needles and syringes used for insulin or other prescription drugs
29. Nursing home care
30. Oxygen
31. Physician’s charges
32. Prosthesis
33. Psychotherapy
34. Rehabilitative services
35. Surgery
36. Surgical dressing supplies
37. Telephonic aids used by persons with a disability
38. Tests, medical
39. Therapy
40. Transportation to medical facility
41. Wheel chairs
42. Wheel chair ramps

6520 Medical Standard or Actual Expenses

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Households with allowable medical expenses may claim the \$138.00 medical standard deduction or elect to deduct actual medical expenses. The medical standard is a predetermined deduction that an eligible household may elect to use in the SNAP budget to calculate total medical costs.

Standard Medical Deduction

An aged/disabled household with medical expenses of at least \$35.01 has the option to verify and claim all their medical expenses or claim the standard medical deduction.

1. The standard medical deduction is not mandatory if qualifying medical expenses exceed \$138.00 but it can still be offered as a beneficial option to a qualifying household.
2. To be eligible for the standard medical deduction of \$138.00, the following stipulations must be met at initial and subsequent case actions:
 - Households must **verify**, at each initial application, that they have incurred more than \$35.00 (i.e. \$35.01) a month in qualifying medical expenses.

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6521 Factor One: How Often is the Expense Incurred?

- Households must **declare** at each re-certification and subsequent case action that they still have medical expenses in excess of \$35.00. Declaration is a verbal statement, written statement, or appropriate response to a question supplied on a form. No further verification is required.
3. Enter medical expenses totaling \$138.00 in ANSWER and the system will automatically deduct the \$35.00 benchmark.

NOTE: When actual medical costs exceed the standard, the worker may recommend that the household use actual costs for the medical deduction, but should be mindful of the verification requirements. The household should be informed of the requirement to verify medical expenses if actual expenses are elected.

Actual Medical Deduction

For households choosing actual medical expenses, the case worker should obtain the best estimate from the household at certification and subsequent case actions to anticipate medical expenses based on the best information available. The household is under no obligation to report changes in medical expenses but is allowed to do so. The worker will act on any reported changes in medical expenses.

The worker must consider several factors when anticipating medical expenses:

1. How often is the expense incurred? - See [SNAP 6521-6521.3](#).
2. Will the expense be reimbursed? - See [SNAP 6522](#).
3. Is the expense past due? - See [SNAP 6523](#).



NOTE: See [SNAP 11640](#) for special instructions on handling cases certified for longer than 12 months.

6521 Factor One: How Often is the Expense Incurred?

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Expenses Incurred Each Month

Monthly rental payments on medical equipment, visits to a physician made at least once per month, and Medicare premiums are all types of monthly medical expenses. (Any medical expense the household expects to incur at least once per month is classified as a monthly medical expense.)

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6521 Factor One: How Often is the Expense Incurred?

EXAMPLE:

Mrs. Casey, age 61, declares the following medical expenses:

1. A prescription drug filled twice per month at \$22.40 per bottle.
2. A monthly visit to the doctor at \$20.00 per visit and taxi fare of \$10.00 for the round trip.
3. A blood test done once per month at \$25.00 per test.
4. Hospitalization insurance premium paid once per month at \$47.50 per month.

Mrs. Casey provided receipts indicating that she has incurred these expenses for the last six months and stated that she expects to continue paying these expenses each month. Her expenses are calculated as follows:

\$22.40 x 2 =	\$ 44.80	for drugs
	\$ 20.00	for the doctor's visit
	\$ 10.00	for taxi fare to the doctor's office
	\$ 25.00	for the blood test
	<u>\$ 47.50</u>	insurance premium
	\$147.30	Total Monthly Medical Expenses

Expenses Incurred Periodically

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Medical expenses not incurred every month may be allowed in the SNAP budget if they are:

- a. Regularly recurring (expenses such as medication purchased every other month or insurance paid quarterly); and
- b. Reasonably anticipated (the customer expects to continue incurring these costs on a basis less often than once per month).

The household may choose to average these expenses or to have them deducted in the month the household is billed for the cost.

EXAMPLE 1:

Mr. Smith pays a premium for hospital insurance once every six months. The total premium is \$146. He chooses to have this cost averaged.

\$146 premium / 6 months = \$24.33 cost per month.

EXAMPLE 2:

Mrs. Jones returns to the chiropractor every three months for treatment. The cost is \$50 per treatment. She chooses to have the cost deducted when she is billed because she has no other medical expenses. Her period of certification is

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6522 Factor Two: Will the Expense be Reimbursed?

set for June 2001 to May 2002. On August 26, 2001, she reports a \$50 cost on August 19, 2001. Her budget is adjusted for the month of September, 2001 only.

One-Time Medical Expenses

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One-time medical expenses are those that are not expected to recur. Examples of medical expenses that may be incurred on a one-time basis are hospital costs, the cost of purchasing medical equipment such as crutches, visits to the doctor when no additional visits and/or treatments are required, and glasses or dentures.

One-time medical expenses not paid in installments are allowable at initial application for aged/disabled households if the expense is incurred within 30 calendar days prior to the date of application or if payment will otherwise become due during the month of application.

EXAMPLE: Mr. and Mrs. Scott, both aged 60, apply for SNAP for the first time on March 29. They report that they both got new prescription glasses on March 15. The total cost paid on March 15 was \$300. They also report that on February 3, Mr. Scott got a new hearing aid. The total cost paid on February 3 for the hearing aid was \$125. The cost of the glasses is allowable. The cost of the hearing aid is not allowable.

A one-time medical expense may either be averaged forward over the period of certification or deducted in the month incurred.

One-time medical expenses are allowed at the time of the annual review if the expense is incurred or payment otherwise becomes due in the month of the annual review or the month prior to the annual review. These expenses will be allowed in the first month following the review or averaged over the second segment of the certification period. This is the household's option.

EXAMPLE: A household submits its annual review on December 11. The household provides receipts for the following one-time expenses with its annual review - glasses purchased on October 10, an emergency room visit on November 5, and a blood test on December 1. The cost of the emergency room visit and the blood test are allowable medical expenses. The cost of the glasses is not an allowable medical expense.

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6522 Factor Two: Will the Expense be Reimbursed?

One-time expenses are allowed at the time of recertification if the expense is incurred or payment otherwise becomes due in the month of recertification or the month prior to recertification. The expense will be averaged over the months in the new certification period or allowed in the first month of the new certification period. This is the household's option. (For households certified for longer than 12 months, the expense will be prorated over the remaining 12 months.)

EXAMPLE: A household presents the following receipts for the following one-time expenses at its recertification interview on October 10 -glasses purchased September 30, denture repairs paid August 26, and a doctor bill of \$80 incurred on May 10. The household paid one doctor bill on October 3. The doctor's office states this bill was not overdue. The cost of the denture repair is not an allowable expense. The cost of the glasses is an allowable medical expense. The \$80 doctor bill is allowable.

One-time expense voluntarily reported as a change are allowed if the expense was incurred or payment became due within 30 days prior to the date the report was received in the county office. The expense will be averaged over the months remaining in the certification period or in the first month after change. This is the household's option.

If the household is certified for longer than 12 months and the medical cost reported as a change will be prorated over the month remaining until the next annual review or recertification is due.

EXAMPLE: A household is certified for the period May, 2001 to April, 2004. A change report form is submitted on September 10, 2001, reporting an aged household member has entered the nursing home. They also report this household member incurred during August, 2001 a number of medical costs before entering the nursing home. These expenses are: hospital bed \$50.00, sick room supplies \$100, prescription drugs \$225 and part-time attendant \$30 per week. They are allowable.

The household must verify that it has been billed for a one-time expense but need not verify that it is making payments on this expense.

If a household reports a one-time medical expense which will be billed in monthly installments, the monthly installment amount will be allowable in the month due.

EXAMPLE: Mrs. Benton, age 62, reports that she owes \$1,000 on a hospital bill incurred in October. She has arranged to pay the hospital \$100 per month on this bill beginning in December. \$100 per month will be the allowable cost for the ten

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6522 Factor Two: Will the Expense be Reimbursed?

month period, December through the following September, during which she will be billed for the installment payments.

One-time medical expenses paid with credit cards or loans are considered billed when the credit card statement is received or the loan payment becomes due. Expenses such as interest charges or annual membership fees on credit cards are not allowable.

CAUTION! Medical expenses may only be allowed once. For example, one-time medical expenses averaged over the period of certification may not be allowed again when the household actually begins making payments on the expense.

6522 Factor Two: Will the Expense be Reimbursed?

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A medical deduction will not be allowed for any portion of a medical expense that has been or will be reimbursed by an insurance company, Medicare, or Medicaid.

Regardless of how long it takes to obtain verification of the reimbursable portion of the medical expense, a deduction will not be allowed until this verification is obtained.

EXAMPLE: Mrs. Green, age 67, incurs a hospital bill totaling \$2,500 in April, 2001. She reports this on her application dated April 26, 2001. She also reports that she has Medicare. She is certified on May 21, 2001 for April, 2001 to March 2004. No allowance is made for the hospital bill because the amount she will be reimbursed by Medicare is not yet known. On July 5, she reports and verifies that Medicare will reimburse \$2,000 of this bill. She chooses to have the \$500 prorated over remaining months until the next annual review. \$500 is divided by eight months and \$62.50 will be counted toward her household's monthly medical expense for the months of August through March.

Negative verification will not be required if a household states that medical expenses will not be reimbursed unless the statement is questionable. For example, if a 67 year old household member declared that no reimbursement would be received on a hospital bill, this would be questionable since most people age 65 and older are covered by Medicare and/or Medicaid.

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6524 Anticipating Monthly Prescription Drug Cost

6523 Factor Three: Is the Medical Expense Past Due?

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Payments on past due medical expenses are not an allowable medical expense. Bills for medical expenses are considered past due for SNAP purposes when the provider indicates the bill is past due. When a household reports that a member has begun payment on a bill, the case worker will contact the provider to determine the status of the bill unless the status can be determined from viewing the bill.

EXCEPTIONS:

1. The bill has been reported timely but not deducted since the amount of the reimbursement was not yet known.
2. Arrangements for a payment schedule had been made before the bill was classified as past due.
3. The expense has already been averaged over the period of certification.

6524 Anticipating Monthly Prescription Drug Cost

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Part of determining the total medical deduction is anticipating the household's monthly prescription drug cost. To complete this task successfully, the case worker must work with the household.

Verification of the prescription medications taken by aged/disabled household members is required. Acceptable verification of prescription medications includes receipts or bills from the pharmacist. Statements or computer printouts from the pharmacy are also acceptable. If the pharmacist provides a computer printout or statement, the worker will contact the pharmacist for clarification of the contents if necessary.

EXAMPLE: The printout lists two amounts for each prescription. The worker contacts the pharmacist who states the full cost of the prescription is shown on one line and the amount of reimbursement on another. The worker must subtract the amount of the reimbursement to determine the cost actually incurred by the household.

If the household claims that a member is taking over the counter medication recommended or approved by a licensed practitioner, the practitioner must verify he or she has recommended or approved the medication. See [SNAP 6524.1](#) if the household is using a prescription drug discount card.

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6500 Medical Deduction

6524 Anticipating Monthly Prescription Drug Cost

The worker will review the verification to determine the frequency of purchase. If the household states the member continues to take these medications, the worker will anticipate the current cost of each prescription as a monthly expense.

Prescriptions purchased at least once per month will be shown as a monthly cost. If a prescription is purchased more than once per month, the total cost will be shown as a monthly cost. For example, a drug is purchased two times each month at a cost of \$10.00. The anticipated monthly cost will be \$20.00.

Prescriptions purchased several time per year on a recurring basis will be anticipated as a periodic expense. See [SNAP 6521.2](#).

Prescriptions purchased infrequently will be allowed as a one-time medical expense unless the household states the member will begin purchasing the drug more frequently. (This should be verified through the physician or pharmacist.)

If the household cannot provide verification of past expenses or if the member's prescription costs have increased or decreased substantially, current receipts may be accepted as verification. The worker must document the household's statement about anticipated prescription costs. If the costs are exceptionally high, verification may be requested from the physician or pharmacist that the member is expected to continue taking the prescription drugs.

The method used to anticipate the monthly prescription drug cost will be fully documented in the case record along with the household's statements about anticipated changes in prescription drug costs.

Medicare-Part D

SNAP Manual 11/01/11

The Medicare Prescription Drug Plans is also called Medicare- Part D.

Under Part D:

- All Medicare beneficiaries are eligible for drug coverage under a Medicare prescription drug plan that they select.
- Individuals with limited income and resources may qualify for extra help with paying for Medicare Part D costs (premiums, deductibles, co-payments, etc.) if they complete an application and qualify.

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6500 Medical Deduction

6524 Anticipating Monthly Prescription Drug Cost

- Individuals who are currently covered by Medicaid, who are in a Medicare Savings Program, or who are receiving Supplemental Security Income (SSI) are enrolled in a Medicare prescription drug plan automatically and are eligible for the extra help automatically.

If an individual is enrolled in a Medicare Part D prescription drug plan, the following prescription costs will be an allowable medical cost:

- Out-of-pocket expenses for prescription drugs – including co-pays and uncovered over-the-counter drug costs; and
- If a household must pay a premium for prescription drug coverage, the monthly cost of the premium.

The Medicare Prescription Drug, Improvement and Modernization Act (MMA) of 2003 contained a specific provision that prevents the Supplemental Nutrition Assistance Program and other assistance programs from reducing benefits because of the Medicare Discount Drug Card. However the MMA contained no similar provision for the new Part D Program. As a result, no standards or prorated credit amounts will be included in the household's SNAP budget. See [SNAP 6524.2](#) for instructions on handling the medical expenses of households that were using a Medicare Approved Drug Discount card.

Medicare Approved Drug Discount Cards

SNAP Manual 11/01/11

This section of policy has been deleted effective 11/01/11

Medicare Part D - Summary Chart


SNAP Manual 11/01/11

Description of Aged or Disabled Household Member	Way to Handle Monthly Prescription Drug Costs Incurred by the Household Member
Not yet a Medicare Beneficiary – no private insurance.	Allow current prescription costs.
Not yet a Medicare Beneficiary – has private insurance with prescription drug coverage.	Allow current monthly prescription co-pays and prescription drug costs not covered by private insurance including over-the-counter drugs prescribed by a health care professional.

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6500 Medical Deduction

6525 Calculation of Actual Medical Expenses

Description of Aged or Disabled Household Member	Way to Handle Monthly Prescription Drug Costs Incurred by the Household Member
Has Medicaid Drug Benefits  NOTE: Effective 01/01/06, Medicaid recipients who are Medicare beneficiaries might not have Medicaid drug coverage.	Allow current prescription co-pays and current prescription drug costs not covered by the Medicaid card including over-the-counter drugs prescribed by a health care professional.
Is a Medicare Beneficiary but Does Not Have a Medicare Prescription Drug Plan (Part D)	Allow current prescription drug costs including over-the-counter drugs prescribed by a health care professional.
Is a Medicare Beneficiary and has drug coverage under a private insurance company, but does not have a Medicare Prescription Drug Plan (Part D)	Allow current prescription co-pays and current prescription costs not covered by the private insurance company including over-the-counter drugs prescribed by a health care professional.
Is a Medicare Beneficiary and has a Medicare-Prescription Drug Plan (Part D)	Allow current prescription co-pays and current prescription costs not covered by the prescription drug plan including over-the-counter drugs prescribed by a health care professional.

6525 Calculation of Actual Medical Expenses

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To calculate a medical deduction, the case worker must anticipate the household's actual monthly medical costs through a series of steps. Each individual cost declared must be anticipated separately.

Step 1: Determine if the household member declaring the medical cost is allowed to claim a medical deduction. See [SNAP 6500](#). If no, stop. If yes, go to Step 2.

Step 2: Determine if the cost is classified as an allowable medical expense. [SNAP 6510](#) contains a full explanation of these costs. If the cost is not an allowable medical expense, stop. If the cost is allowable, go to Step 3.

Step 3: Determine if the cost is classified by the provider as past due. See [SNAP 6523](#). Disallow past due bills.

If the cost is classified as past due, stop. If not, go to step 4.

Step 4: Determine how much, if any, of the cost will be reimbursed. Disallow any portion of the cost that will be reimbursed.

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6500 Medical Deduction

6525 Calculation of Actual Medical Expenses

If all of the cost will be reimbursed, stop. If any of the household's allowable medical expenses will not be reimbursed, go to step 5.

Step 5: Determine how often the household incurs the cost. If incurred monthly, go to item A. If incurred periodically, go to item B. If incurred on a onetime basis, go to item C.

Item A: Monthly Expenses - [SNAP 6521.1](#)

These are the medical costs the household expects to have each month during the upcoming certification period. In the case of an annual review or a reported change, these are the medical costs the household expects to have each month during the remaining months of the certification period.

The worker must work with each household to anticipate its monthly expenses. See [SNAP 6524](#) for special instructions on anticipating monthly prescription costs.

Item B: Periodically Recurring Expenses - [SNAP 6521.2](#)

Periodic expenses are those expenses paid by the household less often than monthly. Examples - blood tests taken every six months or doctor visits that occur quarterly. Regularly recurring medical expenses may either be averaged or deducted in the month the household is billed for the cost. The household makes this decision.

Item C: One-Time Expenses - [SNAP 6521.3](#)

One-time expenses are those that are not anticipated to recur. Examples are dentures, hearing aids, and hospital stays. (Costs like prescription drugs are not normally considered to be one-time expenses.) One-time expenses not being paid in installments may either be averaged forward over the period of certification or deducted in the month incurred. The household makes this decision.

If a one-time expense is being paid in installments, the amount of the installment will be considered a monthly expense and handled as such. Take care not to allow one-time expenses in the budget twice.

Step 6: Calculate the anticipated monthly expense by adding together all monthly costs and all averaged periodic or one-time expenses. If the household has opted to allow periodic or one-time expenses in month incurred, prepare a variable budget as instructed in [SNAP 7523.3](#).

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6500 Medical Deduction

6551 Determining Amount of Child Support Deduction

CAUTION! DO NOT REQUIRE A \$35 BENCHMARK FOR EACH INDIVIDUAL HOUSEHOLD MEMBER CLAIMING MEDICAL EXPENSES. THE BENCHMARK IS ONLY REQUIRED ONCE PER HOUSEHOLD.

6526 Changes in Medical Costs

SNAP Manual 11/01/11

Households are allowed, but not required, to report changes in actual medical costs. If the household does not voluntarily report a change in medical expenses, the change cannot be made retroactively. For example, a one-time expense is incurred in July. The household reports the expense on its annual review in October. The expense is not allowable.

Many households with members entitled to a medical deduction are certified for longer than 12 months and subject to an annual review every 12th month of their certification period. One-time expenses voluntarily reported during the first 12 months of an extended certification period will be allowed during the first 12 months of the certification period. (See [SNAP 6521.3](#) for an explanation of when one-time expenses are allowable.)

At the time of the annual review, the household must report and verify all current medical expenses if they have not elected the medical standard deduction. When an annual review is conducted, the worker must work with the household to calculate the current costs. This includes one-time or periodic expenses incurred in the month of the annual review or the month prior to the annual review. Any one-time or periodic expenses voluntarily reported after the annual review will be prorated over the months remaining in the certification period.

6527 Verification of Medical Expenses

SNAP Manual 11/01/11

At initial application and (for households assigned an extended certification period in excess of 12 months) at the annual review, the amount of any deductible medical expenses (including the amount of reimbursements) must be verified if the household has elected to use actual medical expenses. Verification of other factors such as allowable services provided or the entitlement of a household member to claim a medical expense will be required if the factor is questionable.

For households electing to claim actual medical expenses, at recertification and at a reported change, previously unreported medical expenses and total recurring medical expenses that have changed by more than \$25.00 must be verified. Medical expenses that are unchanged or changed by \$25.00 or less will not be verified unless information regarding these expenses is

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6500 Medical Deduction

6551 Determining Amount of Child Support Deduction

incomplete, inaccurate, inconsistent or outdated. If the household declares a medical expense that must be verified, but chooses not to verify it at any case action, this decision must be documented in the case record. Households that have elected the medical standard must declare that they still have at least \$35.01 in allowable medical expenses to remain eligible for it.

An initial application, an application for recertification or an annual review will not be held beyond the time allowed for normal processing solely for the purpose of obtaining required verification of medical expenses if the household is otherwise eligible. The household will be advised that the case was processed without the medical expense and that it may furnish this required verification at a later date. When the household does provide verification of the medical expense, the expense will be deducted, and the SNAP benefit amount adjusted according to the timeliness standards for a reported change.

See [SNAP 8500](#) for processing standards for initial applications.

See [SNAP 10600](#) for processing standards for timely filed recertifications.

See [SNAP 10700](#) for processing standards for untimely recertifications.

See [SNAP 11410](#) for processing standards for changes reported independent of periodic reporting.

Suggested sources of verification of medical expenses are:

- Bills, receipts, and/or statements received by the household;
- Collateral contacts with providers including letters and/or telephone calls; and
- Insurance policies and/or benefit cards.

6528 Documentation of Medical Deductions

SNAP Manual 11/01/11

All medical deductions will be documented in enough detail so that a reviewer can determine exactly how the deduction was calculated. Documentation should be retained in the electronic case file if the household is using actual medical costs. Additional required documentation may be entered in the ANSWER narrative tab.) At a minimum the following information should be documented.

1. The name of the member who incurred the expense.
2. The type of expense - i.e., prescription drug, transportation cost, doctor's visit, etc.
3. Identifying information about the specific expense and the verification obtained for the expense. Examples - Receipt dated 6/25/01 - Dr. Jones - \$20.00, receipt dated 6/26/01 - Main Drug Store - RX 43210 - Digitalis - \$15.00, bill dated 7/1/98, Dr. Smith - dentures - \$300.

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4. If a medical expense is verified at recertification or reported change, document why the verification was required. Example - Mrs. Jones' total medical expenses have increased by \$50; therefore, verification of all expenses is being requested.
5. Whether or not the expenses are reimbursable. If the expense is reimbursable, state approximately when the household expects reimbursement.



NOTE: Do not allow any portion of the expense that will be reimbursed until the reimbursement is received. See [SNAP 6522](#).

6. The figures used in the calculation of the medical deduction. Identify any averaged expenses and indicate the figures used to calculate the averaged expense.

EXAMPLE: Bill dated July 1, Dr. Smith - dentures $\$300 \div 6 \text{ months} = \50 .

Also identify monthly and periodically incurred expenses and indicate why they were allowed - e.g., attached copies of bills were used as an indication of medical expenses expected by the household to continue through the period of certification.

7. The fact that the household chooses not to verify medical expenses or to delay verification until after certification, if this option is chosen.

6550 Child Support Deductions

SNAP Manual 06/01/98

A deduction will be allowed for legally obligated child support payments made by a household member to an individual who is not a household member. A legal obligation may be a court order that would be upheld by a judge in a court of law, an order issued through an administrative process or a legally enforceable separation agreement. Amounts paid out of the household's current income to make up for months in which the household did not meet its obligation will be deductible. Payments for child support arrearages will be allowed only if the household was legally obligated to pay the amount in arrears. The value of legally binding child support that is provided in-kind, such as payment of rent directly to the landlord will be deductible. Payments a non-custodial parent is legally obligated to make to obtain health insurance coverage for a child or children are deductible. This also includes dental insurance, cancer insurance or intensive care insurance if the parent is legally obligated to furnish this coverage. When the child is covered on a family plan and the amount paid per person cannot be determined, divide the total premium by the number of people covered. Only the portion paid to maintain coverage for a child or children under the terms of the legal obligation will be counted.

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6500 Medical Deduction

6551 Determining Amount of Child Support Deduction

Payments for alimony are not deductible. Child support payments made voluntarily are not deductible. This includes milk and pampers purchased for a child unless the parent is legally obligated to make these purchases. Child support payments for a child who is included in the SNAP household are deductible so long as the parent is legally obligated to pay support and it is paid to someone living outside the household. Child support payments that are above and beyond the obligated amount are not deductible. Child support intercepted from a state or federal income tax refund is not deductible.

6551 Determining Amount of Child Support Deduction

SNAP Manual 06/01/98

The child support deduction must reflect the child support the household expects to pay during the certification period rather than the obligated amount. Exception - Child support paid on a basis less frequent than monthly (e.g. - annually or quarterly) may be averaged forward over the period the payment is intended to cover.

The amount of the child support deduction will be based on the average amount paid so long as the average amount does not exceed the obligated amount. If the court has ordered a change in the obligated amount, this change must be taken into account when establishing the child support deduction. For example, if a recent court order has increased the child support from \$25 to \$50 per week and the household states they will meet this new obligation, \$50 per week will be anticipated as the child support payment.

For households submitting an initial application, the average must be based on at least three months payments unless there is less than three month's history. If there is less than three month's history, the average will be based on the payments made to date. If there is no payment history, the child support deduction will be anticipated based on the amount the household is obligated to pay plus the household's statement of what it intends to pay.

To calculate an average amount, the case worker must:

- Figure the total child support paid during each month of the selected period. (Do not use a conversion factor.)
- Add together the amounts calculated for each month
- Divide this figure by the number of months in the selected period.

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6500 Medical Deduction

6551 Determining Amount of Child Support Deduction

For example, a household submits an initial application in September, a household member makes legally obligated child support payments. To calculate the child support deduction, complete the following steps.

1. Calculate monthly totals. Do not use a conversion factor.

June		July		August	
Date	Pavment	Date	Pavment	Date	Pavment
6/2	25	7/7	25	8/4	25
6/9	25	7/14	25	8/11	25
6/16	25	7/21	25	8/18	25
6/23	25	<u>7/28</u>	<u>25</u>	<u>8/25</u>	<u>25</u>
<u>6/30</u>	<u>25</u>				
	Total \$125		Total \$100		Total \$100

2. Add together the monthly totals.

June: \$125
July: \$100
August: \$100
 \$325

3. Divide by three.

$\$325 \div 3 = \108.33 rounded to \$108.



NOTE: When child support payments are anticipated based solely upon the obligated amount and the household's statement (see paragraph 3 of this section), weekly and bi-weekly payments must be converted. See [SNAP 7513.1 - 7513.2](#).

If the household states it will pay less than the obligated amount, the lesser amount will be deducted. In no instance will the amount deducted exceed the obligated amount.

For households submitting a subsequent application, the average will be based on the child support paid during the previous certification period with appropriate adjustments for any change in the amount of obligation.

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6500 Medical Deduction

6552 Verification of Child Support Payments

See [SNAP 1622.9](#), [1623.1](#) and [1623.2](#) for instructions on calculating the child support deduction for households with disqualified members.

6552 Verification of Child Support Payments

SNAP Manual 10/01/03

At initial application both the obligation to pay child support and the amount of deductible child support paid must be verified. The household will be the primary source of verification of the legal obligation to pay child support, the amount of the obligation, and the amount paid. Any document that verifies the obligation to pay child support such as a court order, administrative order, or legally enforceable separation agreement would be sufficient verification of the obligation and obligated amount.

Documents used to verify the household's legal obligation to pay child support will not be acceptable verification of the household's actual payment. Acceptable verification of amounts paid would include canceled checks, wage withholding statements, verification of withholding from unemployment compensation, and statements from the custodial parent regarding direct payments or payments the non-custodial parent pays or expects to pay on behalf of the custodial parent. Payments made through the Office of Child Support Enforcement may be verified through OCSE screens.

Payments for child support arrearages must be verified. Both the legal obligation to pay arrearages and the amount of payment must be verified. Arrearages can be verified through the person receiving the child support, through each person's attorney, through OCSE, through private collection agencies, or through any other documentary evidence (e.g., court orders).

At each recertification and when a semi-annual report is processed, the amount of child support paid must be verified. The obligation to pay child support must be verified again only if the household reports a change in the obligated amount. If the household reports a change in the obligation to pay child support, both the obligation and the amount of child support paid must be verified.

An initial application or an application for recertification will not be held beyond the time allowed for normal processing solely to obtain required verification of deductible child support payments if the household is otherwise eligible. The household will be notified that its case was processed without the child support deduction and that verification of child support may be supplied at a later date. When the household does provide verification of the child support payment, the expense will be deducted and the SNAP benefit amount adjusted according to the timeliness standards for a change reported outside of the reporting period. See [SNAP 11410](#).

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6500 Medical Deduction

6622 Choosing Between the Utility Standard and Actual Utilities

6600 The Excess Shelter Deduction

SNAP Manual 12/01/99

The excess shelter deduction is the amount of the household's allowable shelter costs in excess of 50 percent of the household's adjusted SNAP income. The household's adjusted SNAP income is their income after all other allowable deductions - earned income, standard, dependent care, child support, and medical.

Unless the household contains an aged or disabled member, the shelter deduction cannot exceed a maximum allowable figure. See the [Standards Appendix \(Appendix D\)](#) for this figure. See the Glossary definition of "[Aged/Disabled](#)". Households with an aged or disabled member may deduct all shelter costs in excess of 50 percent of its adjusted SNAP income.

6610 Allowable Shelter Costs

SNAP Manual 07/01/03

A shelter is defined as a household's principal place of residence. Allowable shelter costs are listed below:

1. Continuing charges for the shelter occupied by the household.
The cost of rent or continuing charges leading to the ownership of the shelter are allowable when such costs are incurred by the household. This includes, but is not limited to, the cost of mortgage payments, condominium or association fees, payments of liens against the property (e.g. second mortgages made to repair the home or personal loans made using the property as collateral), or payments on loans for the purchase of a mobile home. Interest on all such payments will also be an allowable cost. When a household moves into a new residence and incurs the cost of the "first and last month's rent", both months' rent will be allowed as a shelter cost in the month in which the household is billed for the two months of rent.
2. Property taxes on the household's shelter.
The cost of state and local assessments and voluntary road or other improvement taxes will be allowed when incurred by the household. The cost of identifiable personal property or real estate taxes on mobile homes used as a permanent residence will also be allowed when incurred by the household. (*Personal property taxes other than those on mobile homes used as a permanent residence are not allowable.*)
Under the Homestead Tax Act, households in some counties may be reimbursed for part or all of their real estate taxes. Since the date of receipt or the amount of reimbursement cannot be anticipated, the full cost incurred for real estate taxes will be allowed as a shelter deduction.

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6500 Medical Deduction

6622 Choosing Between the Utility Standard and Actual Utilities

Under an Arkansas law passed in 2000, homeowners who have owned their home for at least six months are allowed up to a \$300 credit on their real estate tax beginning with the tax bills issued April 2001. (These bills must be paid on or before October 1, 2001.) Unless the household moves, changes in shelter costs are not required to be reported. Therefore, the county office worker will not adjust the household's real estate tax bill to reflect this credit until the household's next recertification unless the household moves and reports a change in shelter costs or otherwise reports a change in the tax bill. At that time the household will be asked to furnish proof of the household's current real estate tax bill. This bill should reflect the amount of real estate taxes after the credit was allowed.

If the household's real estate taxes are included in the household's mortgage payment the work will not attempt to adjust the amount of the household's mortgage payment to allow for the tax credit. Instead, the worker will continue to use the cost incurred for the current mortgage payment in the budget. After the tax credit is allowed, the mortgage company should adjust the amount of the mortgage payment to reflect the tax credit. However, since the household is not required to report changes in shelter costs unless the household moves, the change in the mortgage cost will most likely be reported at the next recertification.

3. Insurance on the household's shelter.

The cost of insurance on the structure itself but not separate costs for insuring furniture or personal belongings are allowable when incurred by the household. If homeowner's insurance is sold as a "package" and the company does not identify the cost incurred for coverage on the contents of the home, the entire premium is allowable. The case record must contain documentation to this effect. Membership charges paid to organizations offering insurance to members are not an allowable shelter cost.

4. Utility costs.

Allowable utility costs include any amount the household incurs for:

- The cost of cooking fuel
- The cost of heating fuel
- The cost of cooling (*a verifiable utility expense relating to the operation of air conditioning systems, room air conditioners, or evaporative water coolers*)
- The cost of electricity
- Water and sewer costs
- Well installation and maintenance
- Septic tank installation and maintenance
- Garbage and trash collection fees
- For households that incur expense for any type of telephone service, a standard cost of \$25 regardless of the number or type of telephones used by the household or
- Fees charged by the utility provider for initial installation of the utility.

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6500 Medical Deduction

6622 Choosing Between the Utility Standard and Actual Utilities

One-time deposits on any utility are not considered installation costs and will not be included as a shelter cost. The standard cost of \$25.00 for a telephone expense will apply across the board to all areas of the state. No more or no less will be allowed for telephone costs regardless of the household's actual costs.

5. Shelter costs for a home temporarily unoccupied by its owners.

Shelter costs will be allowed for those homes that are temporarily unoccupied by the owners because of employment or training away from home, illness or abandonment caused by a natural disaster or casualty loss.

In order to include the costs of a home temporarily unoccupied by the owners, all four of the following criteria must be met:

- The household must be incurring these shelter costs.
- The household must intend to return to the home.
- The home must not be leased or rented during the absence of the owners.
- If there are occupants currently in the home, these occupants must not be claiming the shelter costs for SNAP purposes.

Verification: If a household claims expenses for a temporarily unoccupied home, the worker will verify the household's actual utility expenses for the unoccupied home in every case and will not use the standard utility allowance.

6. Charges for Repair of Home.

Charges for the repair of the home which was damaged or destroyed due to a natural disaster such as, but not limited to, a fire or a flood are deductible when such charges are billed or otherwise become due. Shelter costs will not include charges for repair of the home that have been or will be reimbursed by private or public relief agencies, insurance companies, or from any other source.

6620 Explanation of the Utility Standard

SNAP Manual 12/01/99

The utility standard is a predetermined amount. Eligible households may elect to use the utility standard in the SNAP budget to calculate total shelter costs. When the utility standard is used in the budget, no actual utility costs are considered regardless of whether the costs are more or less than the standard amount. The \$25.00 telephone standard will never be used in combination with the utility standard because the utility standard already contains a telephone cost component.

Only certain households may elect to use the utility standard. There are restrictions on how often eligible households may switch from using the utility standard to using actual costs even if the actual costs exceed the standard amount.

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6500 Medical Deduction

6622 Choosing Between the Utility Standard and Actual Utilities

6621 Which Households May Use the Utility Standard

SNAP Manual 12/01/15

Generally, a household that incurs a cost for the primary source of heating or an air conditioning cost separate from the rent or mortgage payment may elect to use the utility standard. (See [SNAP 6621.1](#) for further explanation). The regularity of the heating and/or air conditioning costs is not a factor in determining whether a household may elect to use the standard as long as the household has costs during the season(s) that correspond to the billed periods. In both examples below the household is entitled to elect the utility standard.

EXAMPLE 1: A household does not have an air conditioner but incurs a cost for butane gas used for space heaters throughout the house. The space heaters are the household's primary source of heat.

EXAMPLE 2: A household rents an apartment where all utilities are furnished except electricity and that household uses an electric powered air conditioner.

A household may also be eligible for the SUA, if the household receives a low income energy assistance payment (HEAP). A household may elect the Standard Utility Allowance if verification is provided showing that the household received a utility assistance payment of at least \$20 in the month of application or within the previous 12 months, even if the household's address has changed. This allows the SUA to be used by households that do not currently incur a separate expense for heating or cooling. Receipt of LIHEAP/HEAP payments within the previous 12 months allows a household to claim the utility standard for 12 months from the date the household received the payment.

Example 1: The household received a HEAP payment of \$20 in January 2015. Even if the household moved and incurs no separate utility costs at the new residence, they would be able to claim the standard utility deduction through January of 2016.

If the household receives a second HEAP payment of at least \$20 within the same year, it would extend the household's eligibility for the SUA.

Example 2: The same household mentioned in example 1 received a summer HEAP payment of at least \$20 in July 2015. Their eligibility for the SUA would be extended to July 2016.

Households billed only for phone, water, sewer, garbage, or any combination of these, are not entitled to elect to use the utility standard. Households not entitled to elect to use the utility standard may claim any actual utility costs incurred separately from rent or mortgage payments. (Actual costs will include the \$25.00 telephone standard if the household incurs a cost for telephone service.)

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6622 Choosing Between the Utility Standard and Actual Utilities

6621.1 Specific Costs

SNAP Manual 10/01/97

Heating

A household that incurs the full cost for its primary source of heating separate and apart from its rent or mortgage costs is entitled to elect the utility standard. Incurring a cost only for supplemental heating (such as, but not limited to, space heaters in bathrooms, electric blankets, heat lamps, or cook stoves) does not qualify a household for the standard. Incurring only a cost for an electric blower for an oil or gas furnace does not qualify a household for the standard.

The cost of wood is an allowable shelter cost. When wood is used as the primary heating source, the cost of purchasing wood does qualify the household for the standard. If a household purchases some wood and cuts the rest, that household will qualify for the standard. Costs associated with cutting wood such as hiring labor, the purchase of a chain saw, or the purchase of gas for running the saw are not allowable shelter costs nor do they entitle a household to elect the utility standard.

Cooling

A household that incurs the full cost of running a central air conditioning unit, a room air conditioner, or a water cooler (evaporative cooler) is entitled to elect the utility standard. Incurring only a cost for running a fan (including attic fans) does not qualify a household for the standard. Standard based on cooling costs. Just owning an air conditioner does not qualify a household for the standard. The household must use the air conditioner. Use of an air conditioner on an as-needed basis will qualify a household for the standard.

6622 Choosing Between the Utility Standard and Actual Utilities

SNAP Manual 11/01/11

At certification and each recertification, each household will be offered the option of using actual utility costs or the utility standard in the SNAP budget. (This applies only to households qualified for the utility standard as per [SNAP 6621](#).) The household will be allowed to switch between the actual utility costs and the standard at recertification or once every 12 months, whichever is sooner.

If the household becomes ineligible for the utility standard during any certification period, actual utilities will be allowed for the remainder of the certification period or until the household is again eligible to elect the utility standard. Changing a household from the standard to actual when the household is no longer eligible for the standard will not be considered a “switch” since the household has no choice.

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6500 Medical Deduction

6622 Choosing Between the Utility Standard and Actual Utilities

A household that is not entitled to the utility standard at initial certification will be granted actual utility costs. If the household becomes eligible for the standard, then the household may make a choice. This will not be considered a “switch”.

The household’s decision about whether to use actual utilities or the utility standard will be documented in the case record.

Use of the Utility Standard by Expedited Households

SNAP Manual 10/01/97

There are special provisions which apply to the choice of the utility standard by households entitled to expedited service.

If an expedited household chooses to use actual utility expenses but the actual expenses are not verified within the expedited time frames, the household may be certified using the utility standard if entitled. If the verification is later provided, the household’s budget may be recalculated using actual utility costs for the following months. This will not be considered a “switch” since the household has chosen to use actual expenses.

If an expedited household chooses to use the utility standard at the expedited certification and later wants to verify and use actual expenses, then that would constitute a switch.

In the absence of any choice by the household, it should be assumed that the household has chosen to use actual expenses.

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6500 Medical Deduction

6623 Using Actual Utility Costs

6623 Using Actual Utility Costs

SNAP Manual 10/01/97

Households who do not qualify for the utility standard may use their actual costs. Households who are qualified for the utility standard may choose to use actual costs.

The worker will use the household's allowable utility costs in the SNAP budget. See [SNAP 6610](#), number 4, for an explanation of the allowable utility costs.

6624 Allowable Utility Expenses for Households Who Share Costs

SNAP Manual 10/01/97

A household that shares a residence and utility costs with other individuals will be entitled only to a pro rata share of the utility standard. (The utility standard will be divided equally among the individuals who contribute toward the utility costs.) However, such households may use their actual costs.

The utility standard will not be prorated for households who live in two structures (e.g. a house with a mobile home in the back yard), but share utility costs (have one meter for both structures).

Households living in separate apartments or dwellings but sharing utility costs are either entitled to the entire utility standard or no part of the utility standard. When households live separately but share the same meter(s), the household which is actually billed is entitled to use the utility standard. The other household is entitled to actual costs. However, if each household is billed for a utility cost which entitles it to use the utility standard, each household is entitled to use the standard.

EXAMPLE 1: Two households live in a duplex. There is only one meter for the utilities. Household A receives all the utility bills. Household B gives Household A the money to pay one-half the utility costs and Household A pays the bills. Household A is entitled to use the utility standard. Household B is entitled to use actual costs.

EXAMPLE 2: Two households live in separate structures but share a butane tank. Each household has its own meter for electric costs, pays its own electric bill and has an air conditioner. Both households are entitled to use the utility standard.

EXAMPLE 3: A landlord owns 5 trailers parked in one trailer park. There is one central meter for the utility costs gas, water and electricity. The landlord divides each utility

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6625 Households in Public Housing and Rental Units Charged Only for Excess Utility Usage

cost by five and bills the tenants for these costs. None of the tenants who will receive SNAP will be allowed to use the utility standard, but may use their actual costs.

Renters and homeowners who live in separate residences are entitled to the entire utility standard if they receive a Low Income Home Energy Assistance Payment (HEAP) for their current residence (see [SNAP 6626](#)). See [SNAP 6626.1](#) for an explanation of how other energy assistance payments affect entitlement to the utility standard.

When entering the prorated standard utility allowance amount into ANSWER, enter the pro rata amount as an actual utility cost. Prorated standards will not be affected by any automated changes. The new prorated utility allowance amount must be recalculated at the next case action (change or recertification). No supplements or restorations will be authorized due to this change.

6625 Households in Public Housing and Rental Units Charged Only for Excess Utility Usage

SNAP Manual 10/01/97

A household living in a public housing unit will not be permitted to use the utility standard if only excess utility costs are charged to the household. The household may claim actual utility costs for any allowable utility it pays separately. This rule is also applicable to any household renting a privately owned house, mobile home, or apartment when the household is only charged excess costs.

6626 Households with Utility Bills Paid by HEAP

SNAP Manual 12/01/15

Households that receive direct or indirect HEAP payments may elect the utility standard, without regard to the amount of out of pocket expenses. **If the household received at least \$20 in HEAP payments then they may elect the SUA** (see [SNAP 6621](#)). A direct payment is one made to the household. An indirect payment is one paid to the energy supplier such as, but limited to, a gas or electric supplier on the household's behalf.

Other Energy Assistance Payments

SNAP Manual 10/01/97

Households receiving any form of energy assistance other than that provided under the HEAP program will not receive a deduction for the portion of the expense covered by the vendor

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6626 Households with Utility Bills Paid by HEAP

payment or reimbursement. For the purpose of determining how much of the shelter expense to count, the energy assistance payments will be prorated over the entire heating or cooling season that the payment is intended to cover. The provider of the energy assistance payment will define the seasonal period for the purpose of proration. A household receiving non-HEAP energy assistance may elect to use the utility standard as long as the household continues to incur an out of pocket cost for either a heating or a cooling expense. (This includes situations where reimbursements or vendor payments cover part, but not all, of a household's heating and/or cooling expense.)

Households with HUD or FMHA Utility Reimbursements

SNAP Manual 10/01/97

Payments or allowances made by the Department of Housing and Urban Development (HUD) and the Farmers Home Administration (FMHA) to utility providers are excluded as income (See [SNAP 5413](#)). Utility reimbursement checks paid directly to households by HUD and FMHA are excluded as income (see [SNAP 5411](#)).

A utility expense that is reimbursed or paid by an excluded payment, including FMHA or HUD payments, is not deductible (see [SNAP 6700](#)). Households receiving these payments will be entitled to use the utility standard only if they incur heating or cooling costs that exceed the amount of the excluded payment during any part of the year.

Any portion of an allowable shelter cost covered by an excluded reimbursement will not be deductible. The worker will determine the allowable shelter costs by subtracting the HUD utility reimbursement check amount from the household's total actual utility costs.

EXAMPLE 1: A household lives in a privately owned house. HUD pays all the rent and sends the household a \$50 utility reimbursement check. The household pays a light bill of about \$45 and a gas bill of about \$45 per month. The household has an air conditioner and gas furnace. The household is entitled to choose the utility standard.

EXAMPLE 2: A household lives in a housing project, pays no rent, and only pays excess utility costs. The household gets a \$50 utility reimbursement check, but is not entitled to choose the utility standard. (The household pays only excess utility charges.)

EXAMPLE 3: A household lives in a housing project, pays no rent and gets a \$50 utility reimbursement check. The household's water and gas is furnished. The household must pay the electricity bill. The household uses an air conditioner.

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6627 Verification and Documentation of Shelter Costs

The electricity bill runs about \$90 per month. The household may choose to use the utility standard.

6627 Verification and Documentation of Shelter Costs

SNAP Manual 11/01/11

At any case action, verification of charges for the shelter occupied by the household, property taxes or insurance will be requested only when these costs are questionable. At any case action, entitlement to the utility standard needs to be verified only if the household's statements regarding the household's primary source of heating or cooling are questionable or contradictory.

At initial application, actual utility expenses will be verified if the household's declared costs exceed the utility standard and result in a deduction. At recertification, reported change, semi-annual report or annual review, actual utility costs which exceed the utility standard and will result in a deduction will be verified if the source has changed (e.g. - the household has moved) or the total actual utility costs have changed by more than \$25.00.



NOTE: At reported change, annual review or semi-annual report, households are required to report changes in shelter costs only if the household moves.

Total actual utility costs which are unchanged or changed by \$25 or less will not be verified unless the information provided by the household regarding these expenses is incomplete, inaccurate, inconsistent, or outdated. The case record should be narrated documenting the request for verification of the actual utility costs and reason the information was considered questionable.

If the household cannot provide verification of actual expenses before the date specified on the *Request for Information* (DCO-191) or the *Notice of Action* (DCO-1), the worker will use the utility standard in the household's budget if the household is entitled to use the standard (see [SNAP 6621](#)). All unverified utility costs will be disallowed if the household is not entitled to use the standard. (Only the unverified costs will be disallowed. For example, if the household provides verification of the electricity bill but not the water bill, only the water bill will be disallowed.)

If the household wishes to claim expenses for an unoccupied home (see [SNAP 4410](#)), the worker must verify the household's actual utility expenses for the unoccupied home in every case. In no instance will the utility standard be allowed for an unoccupied home.

SNAP CERTIFICATION MANUAL – SECTION 6000

6500 Medical Deduction

6628 Applying the Excess Shelter Deduction

If obtaining verification of a household's shelter costs other than actual utilities may delay the household's certification, the worker will advise the household that eligibility and benefit level may be determined without the deduction of the unverified shelter cost. If any one of the household's shelter costs cannot be verified within 30 days of the date of application, the worker will determine the household's eligibility and benefit level without providing a deduction for the unverified expense. (Verified shelter costs will be allowed.) If the household subsequently provides the missing verification, the worker will treat the information as a reported change and will provide increased benefits, if any, in accordance with the standards provided in [SNAP 11310](#).

6628 Applying the Excess Shelter Deduction

SNAP Manual 11/01/11

The excess shelter deduction must be calculated after the household's adjusted SNAP income has been determined. To apply the deduction, one-half of the adjusted SNAP income must be calculated. Then, this figure is subtracted from the household's total shelter costs. The result is the household's excess shelter.

Unless the household contains an aged or disabled member, the excess shelter deduction must not exceed the maximum allowable. See [Appendix D](#) for the current maximum allowable amounts.

EXAMPLE: At application the household's total shelter costs are \$400 and their adjusted income is \$420.

\$420 adjusted income / 2 = \$210
\$400 total shelter - \$210 (50% of adjusted income) = \$190
\$190 excess shelter deduction

The excess shelter deduction is subtracted from the household's adjusted income to arrive at their net monthly income.

The maximum excess shelter deduction for households without an aged/disabled member was \$459 as of 10-01-11. The household's excess shelter deduction is \$190.

\$420 adjusted income
-190 excess shelter deduction
\$230 net monthly income

SNAP CERTIFICATION MANUAL – SECTION 6000

6700 Determining if an Expense should be Deducted

6710 Determining the Month the Deduction should be Allowed

6700 Determining if an Expense should be Deducted

SNAP Manual 06/01/96

Allowable medical expenses are specified in [SNAP 6510](#). Dependent care costs are specified in [SNAP 6400](#). Allowable shelter costs are specified in [SNAP 6610](#).

No expense is deductible unless the expense is incurred for a service provided by a non-household member, and the household has made or will make a money payment for the service:

EXAMPLE: Mrs. Miller has three children. Her oldest daughter is 17 and no longer attends school. Her two younger children are aged 3 and 4. Mrs. Miller pays her oldest daughter \$25 per week to keep the younger children while she works. This household does not incur an expense for dependent care since the payment is made from one household member to the other. The payment will not be counted as income for the 17 year old member.

Child support payments are deductible as specified in [SNAP 6550](#) only if the payment is legally obligated and made by a household member to an individual who is not a household member.

Allowable expenses paid with money borrowed by a household member are deductible.

The following expenses are not allowable even if incurred by the household:

1. Expenses paid with excluded educational income (see [SNAP 1622.9](#)).
2. Expenses covered by demonstration project cash-out funds (see [SNAP 5413.1](#)).
3. Expenses covered by an excluded reimbursement (see [SNAP 5411](#)).
4. Utility costs paid through an excluded payment or an excluded reimbursement. For example, to determine allowable shelter costs when the household receives a HUD utility reimbursement check, subtract the amount of the check from the total actual utility costs. (See [SNAP 6626.2](#) or information about households with HUD or FMHA utility reimbursements.)
5. Dependent care costs reimbursed or paid through the Division of Child Care, TEA Program or similar programs (see [SNAP 6400](#)).
6. Expenses that will be covered by an excluded vendor payment (see [SNAP 5413](#)).
7. Expenses that are provided as an in-kind benefit (see [SNAP 5406](#)).

EXAMPLE A: Mr. Logan, age 65, incurs a hospital bill for \$1,500. He reports that Medicare has reimbursed \$1,300 of this bill. \$200 is the amount of the allowable medical expense. (See [SNAP 6522](#) for specific instructions on handling reimbursable medical bills.)

SNAP CERTIFICATION MANUAL – SECTION 6000

6700 Determining if an Expense should be Deducted

6710 Determining the Month the Deduction should be Allowed

EXAMPLE B: Mrs. Lee receives \$200 per month child support. In addition, her ex-husband is ordered by the Court to pay her house payment of \$250 directly to the bank. Since this is an excludable vendor payment, the amount of the house payment will not be shown as a shelter cost when Mrs. Lee's SNAP budget is calculated. (See [SNAP 5412](#) for an explanation of vendor payments excluded as income.)

EXAMPLE C: Mr. Perry is a SNAP recipient. He lives in a trailer provided by Mr. Farmer. Mr. Farmer provides the utilities also. Mr. Farmer does not pay Mr. Perry a salary, but does allow Mr. Perry to live in a trailer in return for maintaining the property. Mr. Perry is not entitled to a shelter deduction.

EXAMPLE D: Mr. Smith is behind in his rent. The landlord agrees to let Mr. Smith work out his rent at \$3.35 per hour by washing cars at the landlord's used car lot. The rent is \$150 per month. Mr. Smith actually works 50 hours. The landlord gives him a check for \$17.50, which is the difference between the rent and the amount Mr. Smith has earned. Since this money, which would otherwise be payable to the household, was applied to a household expense, the worker will count \$167.50 as earned income in the SNAP budget. \$150 will be allowed as rent.

6710 Determining the Month the Deduction should be Allowed

SNAP Manual 06/01/96

A deduction for a billed expense other than child support payments will be allowed only in the month the household is billed for the expense or the expense otherwise becomes due. This is true no matter when the household intends to pay the expense.

EXAMPLE: Mr. Grant is living in a house owned by his brother. He is unemployed. When the brother is contacted, he states that Mr. Grant's rent is \$150 per month. He states that Mr. Grant is not currently paying the \$150 rent but will pay him when he gets a job. The worker will allow \$150 as a rent expense in Mr. Grant's case because he is incurring the cost even though he is not currently paying it.

Recurring monthly expenses will be allowed on a monthly basis even if two bills are received in the same month due to a billing cycle. Except for child support payments, amounts carried forward from past bill periods are not deductible even if included in the most recent bill and actually paid by the household. In any event, a particular expense may only be deducted once.

SNAP CERTIFICATION MANUAL – SECTION 6000

6700 Determining if an Expense should be Deducted

6720 Projecting Expenses in a Prospective Budget

EXAMPLE: Mr. and Mrs. Yell apply for SNAP. They report that they make a house payment of \$300 per month to FHA. They present a receipt from FHA. The receipt indicates that the house payment is actually \$150. The other \$150 payment goes toward an arrearage owed by Mr. and Mrs. Yell. Only \$150 will be allowed as a shelter expense since this is the monthly amount incurred.

Child support paid out of the household's current income to make up for months in which the household did not meet its legal obligation is deductible. See [SNAP 6550-6552](#).

Bills which include only past due amounts are not allowable.

EXAMPLE: A household reports they are making a house payment of \$500 to FHA. The worker determines that FHA has declared a moratorium period of one year. During this year the household has agreed to pay all past due amounts, but will not be required to make their regular monthly payment. The household will not be allowed a house payment as a shelter cost during this period of moratorium.

Rent paid "in advance" is an allowable shelter cost. The monthly rent amount that would have otherwise been incurred by the household will be allowed as shelter cost for each month covered by the advance payment.

EXAMPLE: Mrs. Jones received a \$4,000 lump sum settlement on April 1, 2004, and immediately paid \$3,600 to her landlord for an entire year's rent. This payment was for rent of \$300 per month and covered the period April 2004 to March 2005. Mrs. Jones will be allowed a \$300 rent payment each month during the same period - April 2004 to March 2005. (If she continues to incur the same rent cost, she will be allowed \$300 per month after March 2005)

6720 Projecting Expenses in a Prospective Budget

SNAP Manual 04/01/90

When calculating a prospective SNAP budget, the case worker attempts to project the household's expenses by considering past expenses as well as the household's statements about what they expect their expenses to be. Unless the household is reasonably sure that a change will occur, the most recent month's bills may be used to anticipate expenses.

SNAP CERTIFICATION MANUAL – SECTION 6000

6700 Determining if an Expense should be Deducted

6721 Special Procedures for Projecting Medical Expenses

6721 Special Procedures for Projecting Medical Expenses

SNAP Manual 04/01/90

Monthly medical expenses are projected for households who are eligible for a medical deduction. (One-time and periodic expenses are handled as specified in [SNAP 6521.1](#).)

The worker must carefully examine the household's medical bills and question the household to determine:

- a. If the expense is incurred on a monthly basis, e.g., a maintenance drug purchased every 30 days;
- b. If the household expects to continue incurring the cost on a monthly basis - e.g., will the household continue to visit the doctor each month; and
- c. If the amount of the expense can be expected to increase or decrease - e.g., does the household expect to continue taking the same dosage of the prescription drug?

Based on the household's most recent expenses plus any anticipated changes, an amount may be determined for the cost of monthly medical expenses.

6722 Special Procedures for Projecting Utility Expenses

SNAP Manual 06/01/96



NOTE: Utility usage is not to be projected by simply averaging utility bills for the last several months or the last year.

When a household is not claiming the utility standard, changes in utility expenses may be projected for the upcoming period of certification based **on last year's utility bills for the same period**. The expense will be updated to reflect rate increases. If only the household's most recent utility bills are available, utility cost increases or decreases during the upcoming period of certification may be projected based upon utility company estimates for the type of dwelling.

6723 Special Procedures for Projecting Child Support Payments

SNAP Manual 06/01/96

The child support deduction will be projected based on the average amount of child support paid so long as the averaged amount does not exceed the obligated amount. See [SNAP 6551](#) for full instructions.

SNAP CERTIFICATION MANUAL – SECTION 6000

6700 Determining if an Expense should be Deducted

6730 Averaging Expenses

6730 Averaging Expenses

SNAP Manual 06/01/96

Households may choose to average expenses that change from month to month.

Households may also choose to average irregularly or periodically recurring expenses as specified below.

1. Expenses that are billed less often than monthly may be averaged forward over the interval between scheduled billings.
2. Expenses that are billed less often than monthly may be averaged forward over the period the expense is intended to cover if there is no scheduled interval for billing

EXAMPLE 1: Real estate taxes paid yearly may be averaged over a 12-month period.

EXAMPLE 2: A bill received in March for a supply of butane expected to last three months may be averaged over the period March, April and May.



NOTE: Households not choosing to have expenses averaged will be allowed to deduct them in the month incurred.

SNAP CERTIFICATION MANUAL – SECTION 6000

6800 Chart

Deductions used in the SNAP Budget

6800 Chart

SNAP Manual 11/01/11

Deductions used in the SNAP Budget

Deduction	Description	Restrictions	Verification
Earned Income	20% of all gross earned income including self-employment. Designed to cover mandatory deductions and work-related expenses.	The household must have earned income.	N/A
Farm Loss Deduction	The deduction of the losses incurred by a farmer from other income available to the household.	<ol style="list-style-type: none"> 1. The loss must have occurred in a farming enterprise. 2. The annual gross proceeds of the farming enterprise must equal or exceed \$1000. 	N/A
Standard	A predetermined amount set by Federal law and uniformly applied to all SNAP households.	The amount of the standard deduction varies with the household size. See Appendix D for the current amounts of the standard deductions.	N/A
Medical	The household's total allowable medical costs in excess of \$35.00 per month or the household may claim the standard medical deduction	Only medical costs incurred by aged or disabled members are allowable. See Appendix D for the current standards.	See SNAP 6500
Child Support	Child support payments made by a household member to an individual who is not a household member.	Only legally obligated amounts are deductible.	See SNAP 6550
Excess Shelter	The amount of the household's allowable shelter costs in excess of 50% of the household's income after all other allowable deductions. For purposes of determining allowable utility costs, eligible households may elect the standard utility allowance or may use their actual costs.	<p>Shelter costs may not exceed a maximum allowable figure mandated by Federal law.</p> <p>EXCEPTION: This restriction does not apply to households with aged or disabled members. Such households are allowed to deduct all excess shelter costs. See Appendix D for current standards.</p>	See SNAP 6600

SNAP CERTIFICATION MANUAL – SECTION 7000

7100 Determining Eligibility/Prospective Budgeting – Summary

7100 Determining Eligibility/Prospective Budgeting – Summary

SNAP Manual 10/01/03

When a household applies for Supplemental Nutrition Assistance Program benefits (either initially or at recertification), when a change is reported, or when a semi-annual report is processed, eligibility must be re-determined prospectively.

Eligibility is based upon financial and non-financial eligibility factors.

The non-financial eligibility factors are summarized in [SNAP 7200](#) below.

The procedures used to determine eligibility based on the financial eligibility factors (resources and income) are described in this section. Also included is a full description of the budget process.

SNAP CERTIFICATION MANUAL – SECTION 7000

7200 Non-Eligibility Factors

7200 Non-Eligibility Factors

Factor	How Factor is Applied	Verification	Action to Take if Factor Not Met	Policy Reference
Identity	The identity of the household member (and AR if applicable) must be verified.	Mandatory	Deny the application. A notice will be generated automatically	SNAP 1400 and SNAP 960 (AR)
Residency	The household must live in Arkansas.	Mandatory	Deny the application. A notice will be generated automatically.	SNAP 1300-1330
Household Composition	The household must establish who lives in the home and whether each member is eligible to participate.	If questionable to the worker.	Deny the application. A notice will be generated automatically.	SNAP 1600-1620
Separate Household Status	When two groups of individuals living in the same residence wish to claim that they are separate households for SNAP purposes, the household applying for SNAP benefits must establish this claim.	To the extent determined necessary by the worker.	Include all individuals as household members when determining eligibility.	SNAP 1630-1633
Work Registration Requirements	All household members subject to work registration must meet the work registration requirements including voluntary quit and reduction of work hours.	For individuals claiming disability, verify as per SNAP 3230 .	Disqualify members who do not comply. <ul style="list-style-type: none"> • First violation: 3 months. • Second violation: 6 months. • Third and subsequent violations: 12 months. 	SNAP 3400 SNAP 3410
Requirement to Work	Able-bodied household members between the ages of 18 and 49 must work at least 20 hours per week or participate in a work program. This requirement does not apply to parents of minor children, pregnant women or people who are otherwise exempt from work registration.	For individuals claiming disability, verify as per SNAP 3500 .	Disqualify members who do not comply.	SNAP 3500

SNAP CERTIFICATION MANUAL – SECTION 7000

7200 Non-Eligibility Factors

Factor	How Factor is Applied	Verification	Action to Take if Factor Not Met	Policy Reference
Citizenship	All members must either be U.S. citizens or legally admitted aliens who meet the specified criteria.	All aliens who wish to be included in the SNAP household must provide documentation of status. Aliens wishing to participate as qualified aliens must provide proof of qualified alien status.	Disqualify ineligible aliens. Approve other household members if otherwise eligible. Advise the household of the disqualification on a manually issued <i>Notice of Action</i> (DCO-1).	SNAP 1621.1
Requirement to furnish Social Security Number (SSN)	Any household member who wishes to be included in the SNAP household must declare or apply for an SSN.	Verification occurs automatically through IEVS.	Disqualify members (other than newborns) who have not declared or applied for an SSN. Approve other household members, if otherwise eligible. Advise the household of the disqualification on a manually issued <i>Notice of Action</i> (DCO-1).	SNAP 2200-2411
Student Criteria	Individuals defined as students by SNAP policy must meet certain criteria to participate in the Supplemental Nutrition Assistance Program.	Mandatory for students defined as students by SNAP policy.	Students who do not meet at least one of the applicable criteria are ineligible. Advise the household on a manually issued <i>Notice of Action</i> (DCO-1).	SNAP 1622 SNAP 1622.9
Striking Household	Members Household with striking members must have been either participating in the Supplemental Nutrition Assistance Program or eligible to participate the day before the strike began. Special income determinations apply to eligible households with striking members.	Verification of pre-strike income is mandatory in addition to all normal verification requirements.	Deny household if not eligible. Advise the household on a manually issued <i>Notice of Action</i> (DCO-1). If household is eligible, apply income determinations as instructed.	SNAP 1700-1740

SNAP CERTIFICATION MANUAL – SECTION 7000

7300 Prospective Eligibility

7410 Resource Chart

7300 Prospective Eligibility

SNAP Manual 7/01/98

Sections [7400](#) - [7525](#) explain the steps used to determine a household's eligibility based upon income and resources.

7400 Resource Eligibility

SNAP Manual 7/01/98

All resources declared by the household must be considered. During the interview, the household should be questioned to determine if undeclared resources are available to the household.

Resources likely to be undeclared include:

1. Bank accounts for children,
2. Bank accounts established by an individual outside the household when a household member's name appears on the account (see [SNAP 4601](#)),
3. Vehicles in the possession of an individual outside the household when the vehicle is registered to a household member - (ownership must be considered as per [SNAP 4810](#)), and
4. Certificates of deposit or other accounts set aside by a household member as a "burial fund".

7410 Resource Chart

SNAP Manual 11/01/02

Name of Resource	How Handled	Policy Reference
Boats	Handle in the same manner as other vehicles.	SNAP 4800
Bonds	Count current redemption value.	SNAP 4610
Burial Lots	Exclude one per household member. Count equity value of excess lots.	SNAP 4460
Cash on Hand	Count full value. CAUTION: Do not count current or prorated income as a resource.	SNAP 4620
Certificates of Deposit (Savings Certificates)	Count full value. It may be necessary to determine ownership as per SNAP 4601 .	SNAP 4660

SNAP CERTIFICATION MANUAL – SECTION 7000

7400 Resource Eligibility

7410 Resource Chart

Name of Resource	How Handled	Policy Reference
Checking Accounts	Count full value. CAUTION: Do not count current or prorated income as a resource. It may be necessary to determine ownership as per SNAP 4601 .	SNAP 4601
Earmarked Funds	Exclude as resource if household is subject to legal sanction if funds are not used as intended.	SNAP 4460
Excess Real Property	County equity value.	SNAP 4700
Home and Lot	Exclude as a resource.	SNAP 4410
Household Goods	Exclude as a resource.	SNAP 4420
Income Producing Property	Exclude as a resource. (If real property, it must be producing income consistent with fair market value.)	SNAP 4440
Indian Lands	Exclude as a resource.	SNAP 4450
IRAs	Count the total cash value less the amount of any penalty for early withdrawal.	SNAP 4630
Keogh Plans	Count Keogh plans held solely by a household member or members. Count the total cash value less the amount of any penalty for early withdrawal.	SNAP 4640
Jewelry	Exclude as a resource.	SNAP 4420
Life Insurance Policies	Exclude as a resource.	SNAP 4420
Livestock	Exclude as either income producing property or as personal property.	SNAP 4420
Lump Sum Payments	Count as a resource.	SNAP 4950
Payments/Benefits	Excluded by Law Exclude as a resource. See SNAP 4450 for a full list.	SNAP 4450
Pension Funds	Exclude as a resource.	SNAP 4420
Property for Sale	Consider inaccessible. Exclude as a resource.	SNAP 4530
Property in Probate	Consider inaccessible. Exclude as a resource.	SNAP 4520
Recreational vehicles (Three or four wheelers, motorcycles, go-carts, motor homes, campers, etc.)	Handle in the same manner as other vehicles.	SNAP 4800
Savings Accounts	Count full value. CAUTION: Do not count current or prorated income as a resource. It may be necessary to determine ownership as per SNAP 4601 .	SNAP 4650

SNAP CERTIFICATION MANUAL – SECTION 7000

7400 Resource Eligibility

7420 Determining Total Resources

Name of Resource	How Handled	Policy Reference
Security Deposits	Exclude as a resource.	SNAP 4550
Stocks	Count current per stock value times the number of stock held by the household.	SNAP 4670
Trust Funds	Exclude as a resource only if inaccessible as defined in SNAP 4510. If accessible, count full value of fund.	SNAP 4510
Vacation Homes (Includes time-share condominiums, R.V. parks, etc.)	Count equity value unless the property annually produces income consistent with its fair market value.	SNAP 4700
Vehicles	See SNAP 4800-4870 .	SNAP 4800-4870

7420 Determining Total Resources

SNAP Manual 7/01/98

To determine the household's total resources, the worker must add together: a) countable liquid resources, b) the excess value of all countable vehicles, and c) the equity value of all countable non-liquid resources. The resulting figure will be compared to the applicable resource limit.

7430 Limits for Total Allowable Resources

SNAP Manual 02/01/18

No Limit

Categorically eligible households have no resource limit in the Supplemental Nutrition Assistance Program. See [SNAP 1920](#).

Resource Limit - \$3,500

This limit applies to households not classified as categorically eligible when there is a member aged 60 or older or a disabled member as defined in the Glossary definition of [Aged/Disabled](#). (This includes one-person households.)

Resource Limit - \$2,250

This limit applies to households not classified as categorically eligible when all household members are age 59 or younger.

Unless a household is categorically eligible, the household's total resources must be equal to or below the applicable limit. If not, the household's application will be denied.

SNAP CERTIFICATION MANUAL – SECTION 7000

7400 Resource Eligibility

7431 Denying Applications When Resources Exceed Limits

EXAMPLE:

Mr. and Mrs. Monroe, ages 59 and 65, apply for SNAP benefits. On their application they declare the following resources:

1. A certificate of deposit valued at \$1,000;
2. Two acres of land (other than their home) currently valued at \$5,000 with \$4,000 remaining to be paid on the Monroe's loan to purchase the land;
3. One vehicle
4. A checking account with a balance of \$900 including the Monroe's Social Security checks for this month. (They receive \$600 per month Social Security.)

The Monroe's total resources are:

\$1,000	Certificate of deposit
+1,000	Equity value of land (\$5,000 less \$4,000)
+ 0	Vehicle
+ 300	Resource in checking (\$900 less \$600)
\$2,300	Total

The Monroes are resource eligible since there is a member over age 60.

7431 Denying Applications When Resources Exceed Limits

SNAP Manual 1/22/18

Applications may be denied immediately when the worker determines that the household's resources exceed the limit if the household is not categorically eligible. See [SNAP 12230](#) when resources exceed the limit at reported change or submission of semi-annual report.

EXAMPLE:

Mr. and Mrs. Polk apply for SNAP benefits. They are age 61 and 62. At the interview they declare that they have \$3,200 in a certificate of deposit, \$1,000 in their checking account (including their monthly income of \$600), and a 1999 Lincoln Town Car.

\$3,200.00	Value of CD
\$400.00	Checking (\$1,000 total less \$600 monthly income)
\$3,600.00	Total

Since \$3,500 is the resource limit, the household is ineligible based upon declared resources. Therefore, the application may be denied at the time of the interview.

SNAP CERTIFICATION MANUAL – SECTION 7000

7500 Step 2 - Gross Income Eligibility

7510 Excluded Income

7500 Step 2 - Gross Income Eligibility

SNAP Manual 11/01/02

All households except categorically eligible or persons aged 60 or older and/or individuals with disabilities households must meet gross income limits. See the Glossary for definitions of [categorically eligible](#) and [persons age 60 or older and/or individuals with disabilities](#).

A household's gross income is the household's total countable income before any deductions.

EXAMPLE: A household applying for SNAP benefits declares self-employment income of \$70,000 from the previous year as their only income. The cost of producing this income (\$45,000) is excluded. To determine if this household meets the gross income pretest the worker completes the following calculation.

\$70,000	Gross self-employment income
<u>-45,000</u>	<u>Cost of producing the income</u>
\$25,000 / 12 months = \$2,083 per month gross income	

The household contains six members. As of October 1, 2001, the gross income allowed for six members is \$2,567. The household meets the gross income pretest.

The following section provides lists of excluded income countable income. For specific information, policy references are given.

7510 Excluded Income

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The income listed below is excluded entirely when gross or net income is determined.

Type of Excluded Income (in alphabetical order)	Reference
Child Support payments when such payments should be paid to the Office of Child Support Enforcement (OCSE) to maintain TEA eligibility.	SNAP 5401
Costs of producing self-employment income.	SNAP 5663
Earnings of a child who is under 18 years of age and attending school at least halftime.	SNAP 5403
Educational Benefits.	SNAP 1622.3
(By) Federal Statute.	SNAP 5405
In-kind benefits such as food and clothing.	SNAP 5406
Irregular income if such income is not received on a regular basis and does not exceed \$30.00 per quarter.	SNAP 5407

SNAP CERTIFICATION MANUAL – SECTION 7000

7500 Step 2 - Gross Income Eligibility

7511 Countable Income

Type of Excluded Income (in alphabetical order)	Reference
Loans.	SNAP 5408
Non-Recurring Lump Sum Payments.	SNAP 5409
Recoupments from entitlement checks such as SSI and TEA to recover non-fraud overpayments. (See SNAP 5410 for specific limitations.)	SNAP 5410
Reimbursements that do not exceed the cost of the expense for which the reimbursement was made.	SNAP 5411
Third party beneficiaries – To the extent income is actually used for the intended beneficiary who is not a household member.	SNAP 5412
Vendor payments.	SNAP 5413

7511 Countable Income

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The income listed below will be included in all budget calculations. For ease of reference, the list is divided into earned income and unearned income.

Countable Earned Income (in alphabetical order)	Reference
Annual bonuses – May be a fixed amount, a percentage of the employer's profits, or an amount determined by length of service.	SNAP 5502
Contractual income – Income paid to someone for labor under terms specified in a contract.	SNAP 5505
Diverted wages – Wages owed to the household but diverted by the employer to third party.	SNAP 5506
Military pay – Income received as an active member of the Armed Forces including Reserve Forces and the National Guard.	SNAP 5507
Self-employment income – Income earned by a household member who is providing a service or product in a profit-making venture.	SNAP 5600
Sick pay/maternity benefits – Pay provided to an employee who is on sick leave or maternity leave. Must be paid from the company's funds rather than from an insurance carrier.	SNAP 5508
Training allowances – A stipend or allowance paid to an individual to participate in a training program.	SNAP 5509
VISTA payments – Refer to policy shown for specific information about when this will be counted. It is excluded for some VISTA workers.	SNAP 5511
Wages – Payment for services as an employee may be paid on a weekly, bi-weekly, monthly, or other basis. This includes wage advances.	SNAP 5512

SNAP CERTIFICATION MANUAL – SECTION 7000

7500 Step 2 - Gross Income Eligibility

7511 Countable Income

Countable Unearned Income (in alphabetical order)	Reference
Allotments	SNAP 5702
Annuities/annual lottery payments	SNAP 5703
Child support/alimony payments	SNAP 5704
Contributions	SNAP 5705
Diverted payments	SNAP 5706
Educational benefits – All Title IV and BIA Educational income is excluded. Other income is excluded to the extent earmarked or used for educational costs.	SNAP 5707 SNAP 1622.7
Foster care payments	SNAP 5708
Gifts (monetary) – Some gifts will be excluded as irregular income of a lump sum payment.	SNAP 5709
Installment contracts	SNAP 5710
Interest, dividends, and royalties	SNAP 5711
Loans – Limited to personal loan for which no repayment is planned.	SNAP 5408
Pensions	SNAP 5712
Railroad retirement payments	SNAP 5713
Reimbursements – Limited to the amount the reimbursement exceeds the actual expense or to reimbursements for normal living expenses.	SNAP 5714
Rental income – Exclude the costs of producing the rental income.	SNAP 5715
Severance pay – Limited to severance pay designated to be paid in installment rather than as a lump sum.	SNAP 5716
Sick pay/maternity benefits – When paid by an insurance company to an individual.	SNAP 5717
Social Security benefits (SSA)	SNAP 5718
Strike benefits	SNAP 5719
Supplemental Security Income (SSI)	SNAP 5720
Transitional Employment Assistance (TEA)	SNAP 5701
Unemployment Insurance benefits (UI)	SNAP 5721
Veterans Assistance benefits (VA)	SNAP 5723
Workman’s Compensation benefits	SNAP 5724

SNAP CERTIFICATION MANUAL – SECTION 7000

7500 Step 2 - Gross Income Eligibility

7512 Budgeting SNAP Income Prospectively

7512 Budgeting SNAP Income Prospectively

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The purpose of prospectively budgeting income is to anticipate the household's income for the assigned certification period; or if the household is subject to semi-annual reporting (SR), to anticipate the household's income for the upcoming six month period. (See [SNAP 5691](#) for special instructions on processing self-employment income received by SR households.) Income (other than annualized or averaged income) will not be counted in a perspective budget unless the amount of the income and the date of receipt can reasonably be anticipated. Income from a new source such as a government benefit check or a new job will not be counted in the SNAP budget until the amount and the date of the first payment has been reasonably established. For example, if a household reports at its application interview that a member has been laid off but should begin receiving unemployment insurance(UI) benefits, the UI benefits will not be counted in the household's budget until the date of receipt of the first check is known.

Income received within the past 30 days is normally used as an indicator of the income that is and will be available to the household during the certification period. (For SR households the indicator applies to income to be received in the next six-month period.) For example, a household with the weekly -earned income applies for recertification and is interviewed on May 15. The household reports that earnings are received every Friday and that there is a one-week "hold back" on the earnings. The following pay check stubs will be used to anticipate monthly earnings for the upcoming period of certification.

Pay Check Date	Date Received	Gross Pay
April 13	April 20	\$225
April 20	April 27	\$231
April 27	May 3	\$220
May 3	May 10	\$225

Past income will not be considered an accurate indicator of future income when changes have occurred or can be anticipated during the upcoming certification period. (For SR households, this rule applies to the upcoming six-month period). In these instances, the worker will use the most accurate information available to anticipate the household's income. Income other than annualized or averaged income will be removed from the SNAP budget if the income is no longer being received. If the worker can determine that the household is ineligible for the month of application but will be eligible in subsequent months, the application will be approved. The certification period will begin with the first month of eligibility. For example, if a household

SNAP CERTIFICATION MANUAL – SECTION 7000

7500 Step 2 - Gross Income Eligibility

7512 Budgeting SNAP Income Prospectively

applied for SNAP benefits on July 7 and is ineligible for July benefits but eligible for August benefits, the period of certification will begin in August.

When a household is entitled to retroactive benefits, the amount of the retroactive benefits will be calculated, proration will be applied as necessary, and the retroactive benefits will be authorized.

If a household is not eligible for the current month but is eligible for a prior month or months in the application period, the household will be issued any retroactive benefits.

EXAMPLE: A household applies for SNAP benefits on March 15th. On May 2nd, the worker determines that the household is currently ineligible and the county was at fault for the delay in processing. The household was eligible for SNAP benefits in March and April. So the worker calculates the household's March and April SNAP benefits. March benefits are prorated to the date of application, March 15. These benefits are authorized as retroactive benefits.

There are special procedures to be used at initial application or at any time when the household's income will vary from month to month due to anticipated changes. See [SNAP 7522](#).

There are special rules which apply when a household's TEA or SSI benefits are reduced, terminated or suspended due to that member's intentional failure to comply with an TEA or SSI program requirement (see [SNAP 12110](#)).

7512.1 Documentation

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It is vital that case actions based on prospective budgeting contain the following documentation:

1. The dates and amounts of the income verification used in the prospective budgeting process;
2. If applicable, the household's statement about this income - whether they expect the income to continue, if any changes are expected, etc.; and
3. If any changes in the source or the amount of the income are expected, an explanation of the expected changes and resulting budget adjustments.

Good documentation is essential to the prospective budgeting process. Reviewers must be able to determine if the prospective budget was based on the best information available to the worker at the time the action was taken.

SNAP CERTIFICATION MANUAL – SECTION 7000

7500 Step 2 - Gross Income Eligibility

7513 Weekly and Bi-Weekly Income Conversion Factors

7512.2 Calculating Prospective Budgets

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The methods used to calculate prospective budgets depend upon the type of income received by the household and the frequency of receipt. [SNAP 7513](#) - [7513.2](#) provides guidelines for handling specific types of income.

7513 Weekly and Bi-Weekly Income Conversion Factors

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NOTE: These instructions do not apply to budgets calculated to determine the amount of an overpayment. See [SNAP 15400](#) for instructions on preparing overpayments.

The purpose of using a conversion factor in a prospective budget is to “even out” the effect of variations in monthly income when income is received on a weekly or a bi-weekly basis. For example, in the months when a household receives four checks, the SNAP budget will reflect slightly more income than the household received; however, in the months when five checks are received the budget will reflect slightly less income than the household received. In this manner, the SNAP budget accounts for normal fluctuation in monthly income without monthly recalculations.

A conversion factor is not used when the worker is averaging two or more months income (see [SNAP 7521](#)) or when there is less than a full month’s income from any source. A full month’s income means that some pay was received from the same source for each pay date in that particular month.

EXAMPLE 1: Mr. G. is paid every Saturday, but he is scheduled to be laid off on December 21. In December, he will receive the following pay: December 1 - \$240; December 8 - \$240; December 15 - \$240; December 22 - \$240; December 29 - \$0. $\$240 + \$240 + \$240 + \$240 = \$960$. His monthly-earned income is \$960.

Since he will not be receiving a paycheck on December 29th, he will be receiving less than a full month’s pay. Therefore, his December income will not be converted.

EXAMPLE 2 Mr. H. works for the same employer and is also paid on Saturday; however, he is not scheduled to be laid off until December 24. In December, he will receive the following pay: December 1 - \$200; December 8 - \$200; December 15 - \$200;

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7500 Step 2 - Gross Income Eligibility

7513 Weekly and Bi-Weekly Income Conversion Factors

December 22 - \$200; and December 29 - \$40. His monthly-earned income is \$840.

Since he received a paycheck on each scheduled pay date in the month of December, his income will be converted when the budget for December is calculated. To convert, all pay received in December will be added together, the total will be divided by 5 (for five pay dates) and multiplied by the conversion factor of 4.334. $\$200 + \$200 + \$200 + \$200 + \$40 = \840 , $\$840 \div 5 = \168 x 4.334 = \$728.11 rounded to \$728.

EXAMPLE 3: Mr. I, who also works for the same employer, was laid off on November 30 and received his last check of \$100 on December 1. On December 3 he went to work for another employer. He received his first check for \$200 on December 8. On December 15, 22, and 29 he received checks for \$200. He did receive a check each Friday in December, but since his income is from two different sources, his income will not be converted when the December budget is calculated. Instead, all checks received in December will be added together. $\$100 + \$200 + \$200 + \$200 + \$200 = \900 . His monthly-earned income is \$900.



NOTE: These examples are intended only to illustrate either a full month's income or less than a full month's income. In each situation illustrated in these examples, it would be necessary for the worker to calculate a second budget to anticipate the household's January income.

When a household reports income from more than one source which is subject to conversion, each source of income must be converted separately. For example, if a household reports earned income from two sources, each source of income will be converted separately before the household's total earned income is calculated.

7513.1 Weekly Income - Conversion Factor - 4.334

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Weekly income must be converted to a monthly amount using the conversion factor of 4.334 when a full month's income has been received or is anticipated. (See [SNAP 7513](#).)

To convert weekly income which does not vary from week to week, the unrounded weekly amount will be multiplied by 4.334.

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7500 Step 2 - Gross Income Eligibility

7513 Weekly and Bi-Weekly Income Conversion Factors

EXAMPLE: Mrs. Miller receives unemployment benefits of \$100 per week. To convert this to a monthly amount, \$100 will be multiplied by 4.334. $\$100 \times 4.334 = \433.40 rounded to \$433. The monthly income from unemployment is \$433.

To convert weekly income which varies from week to week, the following steps will be completed.

Step 1: Unrounded weekly gross income amounts will be added together.

Step 2: The resulting figure will be divided by four or by five as appropriate to obtain a weekly average. The weekly average will not be rounded.

Step 3: The unrounded weekly average will be multiplied by 4.334. The resulting figure will be rounded up or down to the nearest dollar.

EXAMPLE: Mrs. Miller receives child support. The last four weekly amounts received were \$40, \$50, \$50 and \$40. Mrs. Miller states this represents the amount of child support normally received in a month. To convert this income, complete the following calculations - $\$40 + \$50 + \$50 + \$40 = \$180$, $4 = \$45 \times 4.334 = \195.03 rounded to \$195. The monthly income from child support is \$195.

7513.2 Bi-Weekly Income - Conversion Factor 2.167

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Bi-weekly income is income received every other week. Semi-monthly income is received only twice per month. See [SNAP 7514](#) for instructions on handling semi-monthly income..

Bi-weekly income must be converted to a monthly amount using the conversion factor 2.167 when a full month's income has been received or is anticipated.

To convert bi-weekly income which does not vary, the unrounded amount will be multiplied by 2.167.

EXAMPLE: Every other week Mr. Scott receives a worker's compensation check in the amount of \$275.25. To convert this income - $\$275.25 \times 2.167 = \596.46 rounded to \$596. The monthly income from worker's compensation is \$596.

To convert bi-weekly income which varies, the following steps must be completed.

Step 1: Unrounded bi-weekly gross income amounts will be added together.

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7500 Step 2 - Gross Income Eligibility

7514 Semi-Monthly Income

Step 2: The resulting figure will be divided by two or three as appropriate to obtain an average figure. The average figure will not be rounded.

Step 3: The unrounded average figure will be multiplied by 2.167 to determine monthly income. The monthly income will be rounded up or down to the nearest dollar.

EXAMPLE: Mr. Benton is employed and is paid bi-weekly. At his application interview on May 28 he presented two check stubs dated 5-10 and 5-24 as verification of May earnings. The gross amount of the check dated 5-10 was \$420.50. The gross amount of the check stub dated 5-24 was \$450.80. To convert this income: $\$420.50 + \$450.80 = 871.30$, $2 = 435.65 \times 2.167 = \944.05 rounded to \$944. Mr. Benton's anticipated monthly earnings are \$944.

7514 Semi-Monthly Income

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Semi-monthly income is income received twice per month - for example, the first and the fifteenth of the month. Income received every other week is called bi-weekly income. See [SNAP 7513.2](#) for instructions on handling bi-weekly income.

When income is received on a semi-monthly basis, the gross pay from each pay period is simply added together to determine monthly income. Individual income amounts will not be rounded. The monthly total will be rounded up or down to the nearest dollar.

EXAMPLE: Mr. Stone is paid on the first and fifteenth of each month. At his application interview on May 28 he presents check stubs dated 5-1 and 5-15 as verification of May income. The gross amount of the check dated 5-1 was \$640.15 and the gross amount of the check dated 5-15 was \$600.15. $\$640.15 + \$600.15 = \$1,240.30$ rounded to \$1,240. Mr. Stone's monthly earnings are \$1,240.

Households receiving semimonthly income on a recurring basis must not have their monthly income varied merely because of changes in mailing cycles or pay dates for reasons such as, but not limited to, the occurrence of a weekend or holiday at the beginning or the end of the month.

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7500 Step 2 - Gross Income Eligibility

7515 Income Not Received on a Weekly Basis

7515 Income Not Received on a Weekly Basis

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When income is received more often than monthly but not on a weekly or biweekly basis, the monthly amount is determined by adding together all payments received in that month. Individual payment amounts are not rounded. The monthly total is rounded up or down to the nearest dollar.

EXAMPLE: Mr. Hempstead drives a truck hauling pulpwood for a logger when work is available. (He is not self-employed.) He is paid by the load. He applies for SNAP benefits on May 15. He verifies that in April he hauled 20 loads and was paid \$25 per load. $20 \text{ loads} \times \$25 \text{ per load} = \$500$. Mr. Hempstead's monthly earnings are \$500.

7516 Monthly Income

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Income received on a monthly basis is not converted. When a household receives income on a recurring monthly basis, and two payments are received in one month due to changes in mailing cycles or pay dates for reasons such as, but not limited to, weekends or holidays, both payments are not to be counted as income in the same month. Instead, each payment will be counted as income in the month for which payment was intended.

7517 Annualized Income

SNAP Manual 07/01/98

Some households receive their annual income over a period of time shorter than one year. A monthly amount is determined by dividing the annual income by 12.

7518 Self-Employment Income

SNAP Manual 07/01/98

Self-employment income is annualized when the income from the enterprise is received in a short period of time but represents a household's annual support. For example, a farmer who raises cotton and soy beans receives all his annual income within the period of a few months.

Self-employment income received throughout the year is normally anticipated by determining the total annual income from the previous year and averaging this income over the upcoming year. It is recommended that the household's annual income be based upon the self-

SNAP CERTIFICATION MANUAL – SECTION 7000

7500 Step 2 - Gross Income Eligibility

7519 Contractual Income

employment income and expenses declared on the tax return. For example, a man owns a log truck. He hauls logs throughout the year whenever work is available and/or the weather permits. His earnings for the previous year may be averaged to anticipate his earnings for the current year. If the income tax return is not available or does not reflect the current income, the household may furnish other verification.

See [SNAP 5600](#) for complete instructions on calculating income from a self-employment enterprise.

7519 Contractual Income

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Employees who work under a contractual arrangement must have their income prorated over a 12-month period. A contractual arrangement exists if the employee and employer have a written agreement which stipulates, at a minimum, the annual or monthly salary. Individuals who are paid on an hourly or piecework basis will not have their income prorated over a 12-month period.

School teachers and school administrators are contract employees.

Since arrangements vary from school district to school district, school employees other than administrators or teachers may or may not be considered contractual employees. The income of school employees who do not work under a contract will not be annualized. The income of employees who have a contract will not be annualized if the contract does not specify a yearly or a monthly amount. For example, the income of school cafeteria workers who are paid by the hour will not be annualized.

Contract income that is not the household's annual income and is not paid on an hourly or piecework basis will be prorated over the period the income is intended to cover.

EXAMPLE: A man signs a contract to complete a specific job at a plant. The terms of the contract call for the man to receive \$4,000 for the job and to complete the job in three months. He is to receive \$2,000 when he begins the job and \$2,000 when he completes the job. The \$4,000 payment will be prorated over the three months period covered by the contract.

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7500 Step 2 - Gross Income Eligibility

7520 Income Averaged Forward Over the Period of Intended Use

7520 Income Averaged Forward Over the Period of Intended Use

SNAP Manual 11/01/02

At the household's option, income intended to cover a period longer than one month may be averaged over the period of intended use. (The gross income is divided by the number of months in the period of intended use.) Types of income which may be averaged forward over the period of intended use include dividends and interest.

EXAMPLE: A household receives \$15 interest on a quarterly basis.

$\$15 \times 3 = \5.00 . \$5.00 is the household's monthly interest income.

If the household does not choose to average income intended to cover a period longer than one month, the entire payment will be counted as income in the month of receipt. At application, this will require the calculation of two budgets – one that includes the income and another that does not. See [SNAP 7523.3](#) for instructions on authorizing variable benefit amounts.

7521 Averaging Several Months Income

SNAP Manual 07/01/98

In cases where the receipt of income is reasonably certain but the monthly income may fluctuate, the household may elect to income average. (Income may not be averaged for destitute households as defined in [SNAP 9446](#).)

Before income may be averaged, the worker must obtain verification of at least two consecutive full month's income, and the household must agree that this income is representative of the income fluctuations anticipated for the coming months. The number of months used to arrive at the average income need not be the same as the number of months in the assigned certification period.

EXAMPLE 1: Fluctuating income for two months is known and the household is reasonably certain that this income is representative of the income anticipated to be received in the coming months. The income for the two known months may be averaged and projected over a certification period longer than two months.

To calculate averaged income, the worker will obtain a monthly total for each month, add the monthly totals together and divide by the total number of months. Since averaged income represents more than one full month's income, no conversion factor will be used to obtain total monthly income.

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7500 Step 2 - Gross Income Eligibility

7522 Special Procedures

EXAMPLE 2: A household has elected to average three months' income and provides the following pay check stubs.

June	GROSS	DATE	GROSS	DATE	GROSS
6-1	\$230.15	7-6	\$225.25	8-3	\$325.30
6-8	300.00	7-13	45.00	8-10	155.55
6-15	175.25	7-20	230.15	8-17	230.15
6-22	230.15	<u>7-27</u>	<u>155.55</u>	8-24	230.15
<u>6-29</u>	<u>276.95</u>			<u>8-31</u>	<u>230.15</u>
TOTAL	\$1,212.50	TOTAL	\$655.95	TOTAL	\$1,171.30

June \$1,212.50
July 655.95
August 1,171.30

TOTAL \$3,039.75
x 3 mo \$1,013.25

Rounded: \$1,013.00

\$1,013 will be used as the total gross monthly

7522 Special Procedures

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NOTE: This section of policy is not intended to furnish instructions on conversion of income. See [SNAP 7513](#) for instructions on conversion of income.

When an initial application is processed, the budgeting process must reflect the household's income for each month in the application period. To accomplish this it may be necessary to prepare more than one budget. This may result in a SNAP benefit amount which varies from month to month. See [SNAP 7523.3](#) for instructions on calculating a variable budget.

If the month has not fully lapsed at the time the application is processed, the budget must reflect the income the household expects to receive for the entire month. See [SNAP 7513](#) for instructions on conversion of this income.

At recertification or when a change or a semi-annual report is processed, the worker must make every effort to anticipate the effect of changes. This may require the calculation of two or more

SNAP CERTIFICATION MANUAL – SECTION 7000

7500 Step 2 - Gross Income Eligibility

7522 Special Procedures

differing budgets for the same certification period. Weekly or biweekly income will be converted if a full month's income was received. See [SNAP 7513](#).

At any case action, the exact methods used to handle a change anticipated by a household will depend upon the type of change. The methods selected by the worker will not be limited to the methods illustrated in the examples provided below. The method selected must be fully documented.

EXAMPLE 1: A household applies for SNAP benefits on May 12. An interview is conducted on May 25 and verification of earned income is requested. The requested verification is furnished on June 6, but through county error, the application is not approved until July 2. When the application is approved, the worker must consider the household's circumstances during each month in the application period. If the household's income and/or expenses have varied from month to month, a separate budget must be prepared for each month during that period. See [SNAP 7523.3](#). Weekly or bi-weekly income will be converted if a full month's income was received. See [SNAP 7513](#).

EXAMPLE 2: (This example shows the proper method for determining if weekly or bi-weekly income is to be converted.) At the application interview on January 15, the household reports a member expects to be laid off some time in January. If the reported lay off and the date of the last check can be verified, the budget for January will be prepared using only the income the household anticipates receiving in January. If the member will not be receiving a paycheck for each pay period in the month of January, total unconverted income will be used in the January budget.

If the laid-off member will be receiving any holdback checks in February, these checks must appear in the household's February budget. If ESD benefits are scheduled to begin and the household is reasonably certain about the amount of the ESD benefit and when the member is to begin receiving this income, the benefits will be included when the budget for February is prepared. Should additional changes be expected, yet another budget must be prepared for the month of March.

EXAMPLE 3: A household is certified for 6 months. At the end of the second month of certification, a new household member is reported. This new member is **an individual with disabilities** and is to begin receiving SSA disability benefits in the near future. The member will be added to the household but the SSA income

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7500 Step 2 - Gross Income Eligibility

7523 Budgeting Earned Income

will not be counted in the household's budget unless the member has received an award letter or other correspondence which states the initial month of benefit payment. In this case, the SSA may be added to the household's budget effective with the first month of receipt.

7523 Budgeting Earned Income

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Normally, earned income will be anticipated by obtaining verification of earnings for the last 30 days, converting the income as instructed in [SNAP 7513-7513.2](#) and including it in the household's budget. However, if the earnings are from a new source or the income is ending or if the income varies widely from month to month, the worker must proceed as instructed in [SNAP 7523.1](#).



NOTE: Complete instructions for verifying and documenting earned income may be found in [SNAP 5725](#) - [SNAP 5727](#))

When earnings are from a new source, the household will be asked to provide any check stubs available. (The worker should be alert to check stubs which reflect less than a full week's pay. These checks should not be used to anticipate normal monthly earnings unless the employee typically works less than a full week.) If the worker cannot determine the employee's normal pay from examining the available check stubs, it will be necessary to contact the employer to verify the household's normal working hours, rate of pay, and expected changes. If the employer cannot or will not provide this information, it may be necessary to anticipate income based on the household's statements about expected earnings.

Earnings from a terminated source will not be counted in the household's budget in any month in which these earnings are not received. See [SNAP 7512](#) for additional information.

7523.1 Fluctuating Earned Income

SNAP Manual 11/01/02

To anticipate earned income which varies widely from week to week, the worker must first determine why the earned income fluctuates.

When the fluctuation is caused by some unanticipated event such as, but not limited to, the illness of the employee, a household emergency or unexpected overtime, anticipated earnings should be based on the employee's normal rate of pay. It may be possible to determine the

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normal rate of pay by disregarding the earnings for the week or weeks in which the employee did not receive his normal rate of pay.

The earnings for the weeks in which the employee did receive his normal pay will be averaged. The averaged amount will be multiplied by the appropriate conversion figure in order to anticipate a full month's earnings. (See [SNAP 7513 - 7513.3](#) for instructions on income conversion.)

If the information on the remaining check stubs is not adequate to anticipate normal monthly income, the employer should be contacted for information about the employee's normal working hours, rate of pay and expected changes in employment. Based on this information, it may be possible to anticipate the earned income. If the employer cannot or will not provide information about an employee's normal rate of pay and/or hours worked, anticipated earnings will be based on the household's statements about expected earnings.

When paychecks include a one-time payment such as vacation pay or incentive pay, the one-time payment will be excluded when anticipating the employee's pay for upcoming months. If vacation pay is received in a month included in an initial application period, the pay will be included in the budget for that month and then excluded when the budget for subsequent months is prepared. See [SNAP 7522](#). Vacation pay received as a one-time payment after termination or lay off is considered to be a lump sum payment (see [SNAP 5409](#)).

Incentive pay received on a regularly recurring basis (weekly, monthly, quarterly, etc.) will be counted as income.

Work incentive payments received upon completion of a job-training program are lump sum payments and, as such, totally excluded as income but counted as a resource. See [SNAP 4950](#) for additional information.

Annual bonuses included in weekly paychecks will be handled as specified in [SNAP 5502](#). Bonuses paid at regularly recurring intervals throughout the year cannot be considered to be annual bonuses. If the month of receipt and amount of the bonus can be anticipated, these payments will be counted as earned income in the month received or prorated over the period of intended use. If an employee has received one bonus payment but does not know if he will be receiving another, the bonus will be considered a lump sum payment and excluded as income but will be considered a resource. See [SNAP 4950](#).

When income fluctuations are caused by variations in the number of hours worked, it must be determined if the employee's earnings normally vary so drastically. If the household states or

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the case record reflects that the pay received in the last 30 days accurately represents normal variations in the hours worked by the employee, the worker may use this income to anticipate monthly earnings. *(If the normal pattern of pay includes weeks when little or no pay is received, these weeks must be included when anticipating monthly income.)*

If an employee's income fluctuates to the extent the pay received in the last 30 days does not accurately portray the employee's normal monthly earnings, additional verification of earnings for earlier weeks may be requested. For example, the worker may request the household provide verification of earnings for the past six or eight weeks. The earnings for all six or eight pay periods would be averaged together and the weekly average would be converted as instructed in [SNAP 7513.1](#). *(The household will not be penalized if it is difficult or impossible to obtain this additional verification. See [SNAP 5514](#).)*

When the receipt of earned income is fairly certain but the amount fluctuates, the household also has the option of averaging several months' earnings. See [SNAP 7520](#) for additional information.

When working with income such as farm labor or construction work that fluctuates seasonally, it may be appropriate to base anticipated earnings on earnings from the most recent season. Caution should be exercised when using income from a past season to anticipate current earnings since income may vary considerably from year to year as well as from season to season. For example, a farm worker may have high wages in a prior season that are not reflected in the current season due to heavy rains. Hourly wages may have changed. Changes in hourly wages may be anticipated by determining the number of hours worked at the old hourly rate and anticipating the same number of hours at the new rate.

All decisions regarding the methods used to anticipate fluctuating earned income must be fully documented. See [SNAP 7512.1](#).

7523.2 Wages Held by the Employer

SNAP Manual 07/01/98

When an employee requests that the employer hold his wages for any reason, the wages will be considered income to the household in the month the employer would have otherwise paid these wages.

With the following exceptions, when an employer holds wages as a general practice (even if in violation of the law) such wages will not be counted as income.

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7500 Step 2 - Gross Income Eligibility

7524 Determining Eligibility

EXCEPTION 1: The household anticipates an advance from these wages. (See [SNAP 5512](#) for an explanation of a wage advance.)

EXCEPTION 2: The household is receiving income from wages that were previously held by the employer as a general practice if these wages have not previously been counted as income.

When handling wages held by the employee, the worker must document why the wages were held and whether or not the household anticipates any funds from the employer in lieu of these wages. If funds are anticipated in lieu of held wages, the worker must also document whether these funds are considered to be a wage advance or a loan. (Funds provided as a loan rather than an advance will be excluded as income. When the actual wages are later received, these wages must be counted as income in the month of receipt. See [SNAP 5512](#).)

7523.3 Variable Budgets

SNAP Manual 11/01/02

A variable budget must be prepared when a household is certified for differing benefit amounts during the same certification period. For example, a household is certified on July 1st for a benefit amount of \$100 for July and \$250 for August.

When an application is approved with a variable benefit amount, the approval must reflect the SNAP benefit amount for the current month. The full certification period will be assigned. The SNAP benefits should extract that night. The next work-day, the budget that reflects the benefits for the upcoming month must be keyed.

This process must occur prior to the next regular monthly extract. Therefore, if an application with a variable budget is approved on the last workday of the month, keying of the approval will be delayed until the first workday of the following month. The SNAP benefits for the first month(s) of the certification period will be shown as retroactive benefits. The authorization document must reflect the budget for the benefits to be issued as of the month of extract. Extract will occur via daily issuance.

7524 Determining Eligibility

SNAP Manual 07/01/98

All households other than categorically eligible households and **persons age 60 or older and/or individuals with disabilities** households must meet gross income limits to participate in the Supplemental Nutrition Assistance Program. See the Glossary for definitions of both

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7500 Step 2 - Gross Income Eligibility

7524 Determining Eligibility

[categorically eligible](#) households and [persons age 60 or older and/or individuals with disabilities](#) household. The gross income limits may be found on the current [SNAP Issuance Charts, Exhibit A](#).

A household's total gross income is calculated by adding together all gross monthly income as calculated from each non-excluded source including annualized income. Prorated income will be included if the month for which eligibility is being determined is included in the period of intended use. Excluded income will not be used to determine gross income.

Except for the farm loss deduction explained in [SNAP 5670](#), no deductions will be allowed in the calculation of total gross income. The farm loss deduction will be applied to the household's gross income before the gross income pretest is applied.

EXAMPLE: A household making application for SNAP benefits has the following income:

1. Weekly earnings - $\$250 \times 4.334 = \$1,084$ monthly income (rounded),
2. Bi-weekly worker's compensation payments - $\$134 \times 2.167 = \290 monthly income (rounded), and
3. TEA - monthly income of \$139

$\$1,084 + \$290 + \$139 = \$1,513$. The household's total gross income is \$1,513.

If the household's gross income exceeds the pretest income shown on [Exhibit A](#) for the appropriate household size, the household is ineligible and the application may be denied at this point. See [SNAP 7525](#).

7524.1 Net Income Eligibility

SNAP Manual 07/01/98

All households, except categorically eligible households, must meet the net income eligibility standards that appear on the [SNAP Issuance Charts, Exhibit A](#). (See [SNAP 8961-8963](#) for information about budgeting income for categorically eligible households.)

Net income is the household's income after all allowable deductions. These deductions are applied to the household's gross monthly income in a series of calculations known as a "SNAP budget." Not all deductions may be allowed for all households. For example, the medical deduction is allowable only for [persons age 60 or older and/or individuals with disabilities](#) members. See [SNAP 7610](#) for instructions on calculation of a SNAP budget.

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7500 Step 2 - Gross Income Eligibility

7525 Application Denial

7525 Application Denial

SNAP Manual 11/01/02

When a SNAP application is denied because income exceeds the gross or the net income limits, the household's income must be documented. Documentation must include, at a minimum, all figures used to calculate the household's gross and/or net income and income verification, if available. Instructions for documentation of income appear in the following sections of policy: Excluded Income - [SNAP 5416](#) Earned Income - [SNAP 5516](#), Self-Employment Income - [SNAP 5650](#), and Unearned Income - [SNAP 5727](#). A denial notice must be issued to the household. In most cases the denial notice will be generated automatically.

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7600 Calculation of A Budget

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Net income is the household's income after all allowable deductions are applied to the gross monthly income in a series of calculations normally referred to as a "SNAP budget". Not all deductions may be applied to all households. For example, only persons age 60 or older and/or individuals with disabilities households are allowed medical deductions.

All deductions are listed below in the chart on the following page in the order of application with a brief summary and a policy reference provided.

Deduction	Description	Reference
Earned Income Deduction	This is a percentage of the household's total gross earned income as set by federal law. See the SNAP Certification Current Standards (Appendix D). When an overpayment is prepared, an earned income deduction is not allowed for any portion of a household's earned income that the household failed to report.	SNAP 6200 SNAP 15400
Standard Deduction	This is a set amount mandated by federal law and applied to ALL SNAP budgets. The amount of the standard deduction depends upon the household size. For example, the standard deduction for a household size of one is \$134, but the standard deduction for a household size of six is \$168. See the SNAP Certification Current Standards (Appendix D).	SNAP 6300
Farm Loss Deduction	Certain households with income from farming operations may deduct losses that occurred in the farming operation from other countable income.	SNAP 5670
Dependent Care Costs	This is a deduction for the cost of care for a dependent child or a disabled adult if the care is necessary for a household member to work or to search for work. There is a maximum allowed for dependent care costs. See the SNAP Certification Current Standards (Appendix D).	SNAP 6400
Child Support Deduction	This is a deduction for legally obligated child support paid by a household member to an individual who is not a member of the household.	SNAP 6550
Medical Deductions	Allowable medical costs over \$35.00 may be deducted if incurred by a household member age 60 or older and/or individual with disabilities .	SNAP 6500
Excess Shelter Costs	Allowable shelter costs in excess of 50% of the household's adjusted income (after all other deductions) are deductible for persons aged 60 or older and/or individuals with disabilities households. Regular households are also entitled to this deduction; however, excess shelter costs may not exceed a maximum amount. See the SNAP Certification Current Standards (Appendix D).	SNAP 6600

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7600 Calculation of A Budget

7610 SNAP Budget Process

7610 SNAP Budget Process

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Step 1. Gross Income Pretest.

All households except persons aged 60 or older and/or individuals with disabilities households (see [SNAP 1910](#)) and categorically eligible households (see [SNAP 1920](#)) must meet the gross income pretest.

Is the household exempt from the gross income pretest? YES NO

If yes, go directly to Step II on the following page.

If no, complete the pretest below:

1. Enter the household's total gross non-excluded earned income. \$ _____



HINT: If there is self-employment income, you must determine the monthly net self-employment income before you can apply the pretest.

2. Enter the household's total gross non- excluded unearned income.
\$ _____
3. Add line 1 and line 2. Enter total gross income here. \$ _____
4. Enter the farm loss deduction if the household is entitled to one. \$ _____
5. **Subtract line 4 from line 3. Enter here. This is the countable gross income.**
\$ _____
6. Enter the pretest income from the issuance chart here. \$ _____
Does the household's countable gross income exceed the pretest income?
 YES NO

If yes, the household is ineligible. Deny the application or close the case.

If the household's countable gross income is equal to or less than the pretest income, go to Step 2.

Step 2. Calculate Adjusted Income

1. Enter the total gross earned income (Step I, line 1). \$ _____
2. Enter the percentage of the total gross earned income allowed as the earned income deduction. See [Appendix D](#) (Current Standards). \$ _____
3. Multiply total gross earned income by the current percentage and enter the result here. This is the earned income deduction. \$ _____
4. Subtract line 3 (earned income deduction) from line 1 (total gross earned income). Enter result here. This is the net earned income. \$ _____
5. **Enter total gross unearned income (Step I, line 2).** \$ _____

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7600 Calculation of A Budget

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6. **Add line 4 (net earned income) and line 5 (total unearned income.) Enter result here.** \$ _____
7. If there is a farm loss deduction (Step 1, line 4), enter the amount here.
\$ _____
8. Enter the standard deduction here. \$ _____
9. If there is dependent care deduction, enter the amount here. \$ _____
10. If there is a medical deduction enter the amount here. (See [SNAP 6500.](#))
\$ _____
11. If there is a child support deduction, enter the amount here. (See [SNAP 6550.](#))
\$ _____
12. Total deductions in lines 7-10. Enter result here. \$ _____
13. **Subtract line 12 from line 6. Enter result here.**
This is the adjusted income. \$ _____

Step 3. Excess Shelter Costs

1. Enter household's total monthly shelter costs here. \$ _____
2. Divide the adjusted income (Step II, line 13) by two.
Enter the result here. \$ _____
3. Subtract line 2 from line 1. Enter result. If line 2 is equal to or greater than line 1, enter 0. This is the household's shelter deduction. Unless the household has an **age 60 or older or an individual with disabilities** household member, do not exceed the maximum specified in [Appendix D.](#) \$ _____

Step 4. SNAP Benefit Amount

1. Enter adjusted income (Step II, line 13). \$ _____
2. Enter excess shelter costs (Step III, line 3). \$ _____
3. **Subtract line 2 from line 1. Enter result. This is the net SNAP income.**
\$ _____
4. Enter maximum SNAP benefit amount for household size from Issuance chart.
\$ _____
5. Multiply net SNAP income (line 3) by 30%. Enter result \$ _____
6. **Subtract line 5 from line 4. Enter result. This is the household's monthly SNAP benefit amount.** \$ _____

SNAP CERTIFICATION MANUAL – SECTION 7000

7600 Calculation of A Budget

7610 SNAP Budget Process

Rounding Chart / Budget Examples

Item to be Rounded	Rounding Rules
Earned Income	<ul style="list-style-type: none">• Do not round individual pay amounts (e.g. – weekly or biweekly pay).• Do round monthly pay from each separate job up or down to the nearest dollar.
Unearned Income	<ul style="list-style-type: none">• If more than one household member has income from the same source, do not round individual income amounts.• Do round total monthly income from each source up or down to the nearest dollar.
Farm Loss Deduction	<ul style="list-style-type: none">• Round the monthly deduction up or down to the nearest dollar.
Dependent Care Deduction	<ul style="list-style-type: none">• Do not round weekly or biweekly payments.• Do round the monthly total up or down to the nearest dollar.
Medical Deduction	<ul style="list-style-type: none">• Do not round individual payments, bills, etc.• Do not round amounts calculated for individual expenses.• Do not round total medical costs until the \$35.00 benchmark has been applied.• Do round the amount calculated as the monthly medical deduction up or down to the nearest dollar.
Child Support Deduction	<ul style="list-style-type: none">• Do not round individual payments.• Do round amount calculated as the monthly child support deduction up or down to the nearest dollar.
Shelter Costs	<ul style="list-style-type: none">• Do not round individual shelter costs. (This includes utility costs for households using actual utility costs.)• Do round amount calculated as total monthly shelter cost up or down to the nearest dollar.

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7700 Examples of SNAP Budgets

7710 Earned Income

7700 Examples of SNAP Budgets

SNAP Manual 11/01/02

Examples of calculating prospective SNAP budgets with various kinds of income appear in [SNAP 7710-7740](#). All examples are based upon standards and benefit amounts effective in October 2002. If necessary, check SNAP Certification Current Standards ([Appendix D](#)) and the [Food Basis of Issuance Chart](#) for current figures.

7710 Earned Income

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This household's only source of income is earnings from one job. They provide as verification their four most recent check stubs. The county is calculating a prospective budget to determine eligibility. The check stubs are as follows:

Hours	Gross
40	\$ 240.00
39	234.00
38.50	231.00
40	240.00

The household consists of a man, age 25, his wife, age 24, and their three children ages 6, 4, and 1. The household size is five.

1. Since there is no **age 60 or older and/or individual with disabilities** household member and the household is not categorically eligible, the household is subject to a gross income pretest.
 - a. Add together the gross income.
\$240.00
234.00
231.00
+240.00
\$945.00
 - b. Divide this figure by 4 to obtain an average amount.
 $\$945.00 / 4 = \236.25
 - c. Multiply the average by 4.334:
 $\$236.25 \times 4.334 = \$1,023.91$ (rounded to \$1,024)

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7700 Examples of SNAP Budgets

7710 Earned Income

\$1,024 is compared to the pretest income for a household size of 5 from the “[Exhibit A](#)” - \$2,794 effective 10-1-10. The household is eligible based upon the gross income pretest.

2. A budget must be calculated to determine net income eligibility. This household:
 - a. Has no allowable dependent care expenses;
 - b. Is not eligible for a medical deduction;
 - c. Pays rent in the amount of \$200 per month; and
 - d. Is entitled to and elected to use the utility standard.

Budget calculations follow:

\$1,024.00 Gross Income
X 20%
\$ 204.80 Earned Income Deduction (Rounded to \$205)

\$1,024.00 Gross Income
- 205.00 Earned Income Deduction (rounded)
\$ 819.00 Net Earned Income
- 179.00 Standard Deduction
\$ 640.00 Adjusted Income

Shelter Costs

\$200.00 Rent
+271.00 Utility Standard
\$471.00 Total Shelter Costs
-320.00 One-half Adjusted Income
\$151.00 Excess Shelter Deduction

\$640.00 Adjusted Income
- 151.00 Excess Shelter Deduction
\$489.00 Net Monthly Income

\$489.00 is compared to the maximum net income for a household size of five from [Exhibit A](#) effective 10-1-10 - \$2,150.00. The household is eligible based upon net income.

3. The household’s monthly SNAP benefit amount must be determined. These calculations follow:

\$489.00 Net Monthly Income
X 30%
\$146.70 Reduction Rate*

SNAP CERTIFICATION MANUAL – SECTION 7000

7700 Examples of SNAP Budgets

7720 Unearned Income

\$793.00 Maximum SNAP Benefits for Household of 5
-147.00 Reduction Rate (rounded*)
\$646.00 Monthly SNAP Benefits

*When calculating the reduction rate, always round up to the nearest dollar.

7720 Unearned Income

SNAP Manual 11/01/02

This household is composed of a 62-year-old man and his wife, age 59. He receives a Social Security check of \$456.00 per month. She receives a retirement check from the State in the amount of \$341.00 per month. Since one of the household members is aged 62, no gross income pretest will be made.

1. A budget will be calculated to determine net income eligibility. The household:
 - a. Does not have allowable medical expenses which exceed \$35.00;
 - b. Does have a mortgage payment (including taxes and insurance) of \$335.00; and
 - c. Does have actual utility expenses anticipated to be \$225.00 per month.

Budget figures follow:

\$456.00 Social Security
+341.00 State Retirement
\$797.00 Total Gross Income
- 142.00 Standard Deduction
\$655.00 Adjusted Income

Shelter:

\$335.00 Mortgage payment
+225.00 Utilities
\$560.00 Total Shelter Costs
- 328.00 50% Adjusted Income
\$232.00 Excess Shelter

\$655.00 Adjusted Income
-232.00 Excess Shelter
\$423.00 Net Monthly Income

\$423.00 is compared to the maximum net income for a household size of two [Exhibit A](#) - \$1,215.00. The household is eligible based on net income.

SNAP CERTIFICATION MANUAL – SECTION 7000

7700 Examples of SNAP Budgets

7730 Earned and Unearned Income/Dependent Care & Excess Shelter

2. The household's monthly SNAP benefit amount will be determined. These calculations are:

\$423.00 Net Income
X 30%
\$126.90 Reduction Rate*
\$367.00 Maximum SNAP Benefits for a household of 2
-127.00 Reduction Rate (rounded*)
\$240.00 Monthly SNAP Benefits

*When calculating the reduction rate, always round up to the nearest dollar.

7730 Earned and Unearned Income/Dependent Care & Excess Shelter

SNAP Manual 10/01/08

This household is composed of two sisters and their children. One of the sisters works. She has three children ages 2, 4, and 7. The other sister receives child support of \$50.00 per week for her two children aged 6 months and 18 months. The employed sister is paid semi-monthly. She provides her two most recent check stubs as verification. The gross amount of pay was:

The First \$580.00
The Fifteenth \$600.00

This budget will be calculated prospectively to determine eligibility. *This example is based on the income limits and benefit amounts in effect as of 10-01-08.*

3. This household does not contain an **age 60 or older and/or individual with disabilities** household member; and therefore, must meet the gross income pretest. The household's gross monthly income will be determined by adding together the gross monthly earned and unearned income.

Earned Income
\$580.00
+600.00
\$1180.00 **Gross Earned Income****

**This income is not converted since it is paid semi-monthly.

Unearned Income
\$ 50.00 Weekly Child Support
X 4.334 Conversion for weekly income
\$216.70 Gross Unearned Income (\$217 rounded)

SNAP CERTIFICATION MANUAL – SECTION 7000

7700 Examples of SNAP Budgets

7730 Earned and Unearned Income/Dependent Care & Excess Shelter

\$ 1180.00 Gross Earned Income
+ 217.00 Gross Unearned Income
\$1, 397.00 Gross Monthly Incomes

This income will be compared to the pretest income for a household size of seven from [Exhibit A](#). The household is eligible based upon the gross income pretest.

2. A budget will be calculated to determine net income eligibility. The household's expenses are:
- Dependent care paid by the sister who works - \$90.00 per week for two children
 - Rent - \$300.00 per month
 - The utility standard - \$247.00

The budget is:

\$ 1180.00 Gross Earned Income
~~X 20%~~
\$ 236.00 Earned Income Deduction

\$ 1180.00 Gross Earned Income
- 236.00 Earned Income Deduction
\$ 944.00 Net Earned Income
+ 217.00 Gross Unearned Income
\$1, 161.00 Total Gross Income
- 205.00 Standard Deduction for a household size of seven
\$ 956.00 Adjusted Gross Income

Dependent Care

\$ 90.00 Weekly amount for both children.
\$90.00 x 4.334 = \$390.06 dependent care deduction
\$956.00 Adjusted Gross Income
- 390.00 Dependent Care
\$566.00 Adjusted Income

Shelter

\$300.00 Rent
+271.00 Utility Standard
\$571.00 Total Shelter Costs
- 283.00 50% Adjusted Income
\$288.00 Excess Shelter

SNAP CERTIFICATION MANUAL – SECTION 7000

7700 Examples of SNAP Budgets

7740 Child Support Deduction

\$566.00	Adjusted Income
- 283.00	Excess Shelter (maximum allowed is \$458)
\$ 283.00	Net Monthly Income

This income is compared to [Exhibit A](#) - net income for a seven-person household - \$3,605. The household is eligible based upon net income.

3. The household's monthly SNAP benefit amount will be determined. These calculations are:

\$283.00	Net Monthly Income
X 30%	
\$84.90	(Rounded \$85) Reduction Rate*

\$1052.00	Maximum SNAP Benefits for a 7-person household
- 85.00	Reduction Rate
\$967.00	Monthly SNAP Benefit

*When calculating the reduction rate, always round up to the nearest dollar.

7740 Child Support Deduction

SNAP Manual 07/01/98

This household is composed of a husband, a wife and two children. The husband works for the state and is paid \$900 bi-weekly. The wife is not employed. This budget will be calculated prospectively to determine eligibility.

The household does not contain an **age 60 or older and/or individual with disabilities** household member. Gross income eligibility guidelines must be met.

Calculating Gross Income

\$900 bi-weekly earnings X 2.167 = \$1,950.30 rounded to \$1,950.

The gross pay is \$1,950. This income will be compared to the pretest income for a household size of four from [Exhibit A](#) - \$2,389. The household is eligible under the gross income eligibility guidelines.

Calculating Net Income

The household must also meet net income guidelines. A budget must be calculated to determine the household's net income.

SNAP CERTIFICATION MANUAL – SECTION 7000

7700 Examples of SNAP Budgets

7740 Child Support Deduction

The household's expenses are:

1. Child Support - \$100 per week paid under a court order to an ex-wife. (The average amount paid is \$408 per month.)
2. Mortgage payment - \$525 per month
3. Utility Standard - \$202 per month.

The budget is:

\$1,950	Gross Earned Income
<u>x 20%</u>	
\$390.00	Earned Income Deduction
\$1,950.00	
<u>- 390.00</u>	<u>Earned Income Deduction</u>
\$1,560.00	Net Earned Income
<u>- 134.00</u>	<u>Standard Deduction for a Household Size of Four</u>
\$1,426.00	Adjusted Gross Income
<u>- 408.00</u>	<u>Child Support Deduction</u>
\$1,018.00	Adjusted Income

Shelter

\$ 525	Mortgage Payment
<u>+ 271</u>	<u>Utility Standard</u>
\$ 796	Total Shelter Costs
<u>- 509</u>	<u>50% Adjusted Income</u>
\$ 287	Excess Shelter (Maximum allowed \$458)

\$1,018.00	Adjusted Income
<u>- 287.00</u>	<u>Excess Shelter</u>
\$ 731.00	Net Monthly Income

This income is compared to [Exhibit A](#), net income for a four-person household - \$1,838. The household is eligible based on net income.

Calculating SNAP Allotment

To calculate the amount of the monthly SNAP benefit amount:

\$ 731.00	Net Monthly Income
<u>x 30%</u>	
\$ 219.30	(Rounded \$219) Reduction Rate *

SNAP CERTIFICATION MANUAL – SECTION 7000

7700 Examples of SNAP Budgets

7740 Child Support Deduction

\$ 668	Maximum SNAP Benefit Amount
- 219	<u>Reduction Rate</u>
\$ 449	Monthly SNAP Benefits

*When calculating the reduction rate, always round up to the nearest dollar.

SNAP CERTIFICATION MANUAL – SECTION 8000

OB8100 Initial Application Process – Summary

8100 Initial Application Process – Summary

SNAP Manual 06/01/12

The following applications are initial applications:

- An application, including any signed electronically transmitted application, from a household that has never before received Supplemental Nutrition Assistance Program benefits.
- An application, including any signed electronically transmitted application, from a household whose certification period expired if the household does not reapply within 30 days of the last day of the last month of certification.
- An application, including any signed electronically transmitted application, from a household whose SNAP case closed if the household does not reapply within 30 days of the last day of the month of closure.

The initial application process begins the day an application is submitted to the county office in person, by mail, or electronically and ends when the application is approved or denied. The date of application is the date the application is logged as received by the agency person, by mail, or electronically. Eligible households that complete the application process will participate in the Program as soon as possible, but no later than 30 days from the date of application. Applications not approved or denied by the 30th day must be evaluated to determine if the household or the county was at fault for the delay in processing the application. If the agency is at fault, the application will continue to be processed. If the household is at fault, the application will be denied ([SNAP 8530](#)).

The application process consists of the following actions:

1. Registering the application using as the date of application the day DHS received the application. Electronic applications received after the close of business will use the following workday as the date of application.
2. Providing each adult household member with assistance completing voter registration application as explained in the [Voter Registration Appendix](#).
3. Interviewing the applicant.
4. Ensuring declared household composition is correct and that all members are eligible.
5. Work registering members not exempt from this requirement.
6. Determining that all members have declared or applied for an SSN.
7. Determining if the household is eligible based on income and resources.
8. Obtaining all necessary verification.

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OB8100 Initial Application Process – Summary

8B8120 The Household's Rights at Application

9. Completing all necessary forms, routing them as required by the local office, and scanning into the electronic case file as specified.
10. Issuing forms and notices to the household as specified.

SNAP 8000 explains the process of filing an application, registering an application, interviewing a household and determining fault when an application is delayed. The periods for completion of the application are explained. The actual process used to determine eligibility is covered in [SNAP 7100](#).

8120 The Household's Rights at Application

SNAP Manual 06/01/12

A household requesting to file an application for SNAP benefits has the following rights:

1. The right to receive, upon request, an application, and information to apply online. *Requests for applications may be submitted in writing, in person, by telephone, or through another agency or individual.*
2. The right to receive, upon request, the application form in an alternative format such as large print or Spanish.
3. The right to file an incomplete application in person, by mail, electronically, or through an authorized representative. *A valid SNAP application must contain at least the applicant's name, address, and the signature of a household member or the household's authorized representative. An application that does not contain this information will not be registered and will be returned to the household if possible.*
4. The right to receive, upon request, assistance in completing the application, including providing an interpreter when needed.
5. The right to file an application form during regular office hours on the same day the household initially contacts the county office to request an application form.
6. The right to complete a voter registration application as explained in the [Voter Registration Appendix](#).

8130 The Agency's Responsibilities

SNAP Manual 06/01/12

The agency has the following responsibilities:

1. To prominently display the following posters:
 - "And Justice For All" (AD-475A)

SNAP CERTIFICATION MANUAL – SECTION 8000

OB8100 Initial Application Process – Summary

9B8130 The Agency's Responsibilities

- “USDA Food Assistance” (FNS-200)
- The Client Assistance Hotline Number poster or, in Pulaski County, the local Client Assistance number – 682-8993 and 1-800-482-8988 or 682-8275 (TDD)

These posters must be displayed in at least each waiting area designated for SNAP benefit applicants and recipients in both public assistance and nonpublic assistance categories.

2. To provide SNAP benefit applications.
SNAP application forms will be provided, upon request, to anyone including outreach groups. Application forms may be requested in any manner. Application forms requested by telephone or by mail will be mailed to the household or outreach group on the same day the request is received by the county office. Households and outreach groups requesting a SNAP application may also be directed to Access Arkansas (<https://access.arkansas.gov/>). This includes all types of requests – written, telephone, and electronic, e.g. e-mail requests.
3. To encourage each household to file an application on the same day the household or its representative makes initial contact with the county office in person or by telephone and expresses interest in obtaining SNAP assistance.
4. To provide each household with voter registration assistance as described in the [Voter Registration Appendix](#).
5. To advise each household of their rights as described in [SNAP 8120](#)
6. To advise each household that the household may file an application before the date of the scheduled interview.
7. To screen applications to determine if the household is entitled to expedited services as instructed in [SNAP 8170](#).
8. To record on the application the date the application is received.
9. To register any valid application received by the agency within 2 business days. (See [SNAP 8120 #3](#))

*All completed applications must be registered in ANSWER to allow monitoring (see [SNAP 8131](#)). For registration purposes, the date of application will be the date that an application containing at least this minimum information is received in the DHS county office or was submitted electronically. **All applications must be registered no later than the end of the first working day after the application is received. The application date for electronic applications submitted after the close of business will be the following workday.***

SNAP CERTIFICATION MANUAL – SECTION 8000

OB8100 Initial Application Process – Summary

10B8131 Monitoring Timeliness



NOTE: The complete application must be registered within two business days. For applications received through the Access Arkansas Citizen Portal, a reminder will be emailed to the agency upon 72 hours when an application has not been assigned.

10. To assist the household in obtaining required verification if the household is cooperating in the application process as explained in [SNAP 8300](#).
11. To advise applicant households that nutrition education is available free of charge through the Cooperative Extension Office.

8131 Monitoring Timeliness

SNAP Manual 06/01/12

SNAP benefits must be available to eligible households no later than the 30th day of the application period. In order to insure that eligible households have access to their benefits by the 30th day of their application processing period, the county must key the application approval to ANSWER no later than the 29th day (earlier in some cases, for example when the 29th day falls on a weekend or holiday) of the processing period. An “eligible household” is one that has completed the required interview and provided all required verification to determine eligibility.

If all required verification is not provided by the 29th day of the application-processing period, the application must continue to be held in a “pending” status until the 30th day of the application-processing period. If the household provides the required verification on or before the 30th day of the application-processing period, the application will be approved if eligible.

If a household provides adequate information for the caseworker to determine that the household is ineligible, the application will be denied. Households found to be ineligible must be sent a notice of denial as soon as possible but no later than 30 days following the date the application was filed.



NOTE: Applications from households that miss scheduled interviews must be held for the full 30-day period. See [SNAP 8230](#).

SNAP CERTIFICATION MANUAL – SECTION 8000

OB8100 Initial Application Process – Summary

11B8140 Contacting the Wrong Office

SNAP benefit application statistics must be monitored daily to insure that timeliness standards are met. Each county will devise a monitoring system that makes use of the FACTS Pending Applications Screen (WFPA). A list of all SNAP applications currently pending in the county may be viewed on WFPA in register number order, by category, by worker, by application type, or by application date. The following fields are available on WFPA for sorting records.

- Category (1-NA or 2-PA)
- Worker Number
- Expedited Indicator (Y - Retrieves applications coded Y or L.)
- Application Type (A, B, C, D or E)
- Prior (Y)

An entry in the prior field accompanied by an entry in the application date field will display all pending applications for that date and earlier.

8140 Contacting the Wrong Office

SNAP Manual 06/01/12

No application can be considered filed, and the processing standards may not begin until the application is received in the correct office. For this reason, the DHS county office will scan the application into ANSWER and contact the correct county office on the same day the household initially submits an application. The date the application was scanned will protect the household's application date when received in the correct office.

See [SNAP 1300](#) for an explanation of the residency requirements. A household living outside Arkansas that contacts a county office in Arkansas will be advised to apply for SNAP benefits in their state of residence.

In Arkansas, households that receive only SNAP benefits through DHS may select any county as their service county so long as the household does not have a household member who is a mandatory SNAP Employment and Training (E&T) Program referral. Households that live in a county where a SNAP E&T Program is operating must participate in their county of residence if at least one household member must be referred to the E&T Program because he or she is subject to the requirement to work (RTW) – see [SNAP 3620](#). See [SNAP 1301](#) for additional information. Also, see [SNAP 1304](#) for instructions about handling requests for service in an alternate county at the time of application.

If a household contacts the incorrect DHS county office and inquires about applying for SNAP benefits, the county will provide the household with the address and telephone number of the

SNAP CERTIFICATION MANUAL – SECTION 8000

OB8100 Initial Application Process – Summary

12B8141 Counties With Multiple Locations

appropriate office and instructions on how to apply for SNAP through the Access Arkansas Citizen Portal.

If a household submits a completed application in a county other than the county of residence and for any reason will not be receiving SNAP benefits through this DHS county office, the household will be advised of the correct location where the application must be submitted. If the household wishes to take the application to the correct location that same day, the DHS county office will return the application to the household, and furnish the household with the address and telephone number of the correct DHS county office.

If for any reason the household submits an application to the incorrect county office, the application will be forwarded to the correct office. Applications submitted in person to the incorrect county office will be scanned to the case record in ANSWER, the correct office will be emailed, and a task will be added to the County To Do List in ANSWER that same day. Applications submitted electronically will be registered in ANSWER before assigning to the correct office. The correct office will be emailed and a task will be added to the County To Do List in ANSWER that same day.

8141 Counties With Multiple Locations

SNAP Manual 06/01/12

Some counties have more than one county office. In those counties, households are assigned to go to a certain agency because they live in the area serviced by that county. A household cannot choose to go to another location within the same county; however, the household may choose to use another county as its service county if the E&T referral restriction in [SNAP 1301](#) does not apply.

In counties with multiple locations, any household that contacts the wrong location about applying for SNAP benefits will be provided with the address and telephone number of the correct location. When an application must be transmitted from one location to another in the same county, the instructions in [SNAP 8140](#) will apply.

8142 Applicants Who Move out of the County or State

SNAP Manual 06/01/12

When a caseworker learns that an applicant has moved before the application has been processed, the application and the electronic case record, if any, will be transferred to the new county of residence through ANSWER unless the household has elected to participate in the old

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OB8100 Initial Application Process – Summary

14B8150 Withdrawing Applications

county of residence or another county (see [SNAP 1302](#) for restrictions). The application will be denied in the old county and registered in the new county using the original date of application. The household must be interviewed in the new county of residence. Delays in processing the application that result from moving from one county to another will be treated in the same manner as delays that are the fault of the agency. See [SNAP 8520](#) for instructions.

When a household reports moving to another state, the pending SNAP application will be denied; and the household will be advised to reapply in the new state of residence. An automated notice will be mailed to the household stating the date and reason for the denial.



NOTE: Case records are not transferred out of state.

8150 Withdrawing Applications

SNAP Manual 06/01/12

A household may voluntarily withdraw an application for SNAP benefits at any time during the application process. The request may be made in either written or oral form, although a written request is preferred. The household's request to withdraw an application will be documented in the ANSWER narrative. If the household gives a reason for the withdrawal, this will be included in the documentation.

A client notice will be issued to the household to confirm that the application has been withdrawn per the household's request.

Completed SNAP application forms are not returned to any household that withdraws an application.



NOTE: If the withdrawal request was made by telephone and the household later states no such request was made, the same application will be reinstated using the original date of application. The household will not be considered to have caused any delays in application processing.

8170 Screening Applications

SNAP Manual 06/01/12

All SNAP applications are to be screened by county office staff at the time of submission to determine if the household is entitled to expedited services. Applications submitted through

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OB8100 Initial Application Process – Summary

15B8170 Screening Applications

Access Arkansas will be prescreened by the system. However, the DCO staff must also screen for accuracy.

See [SNAP 9300 - 9400](#) for screening procedures and processing standards for households found to be eligible for expedited services.

During the screening process, any application that does not contain at a minimum name, address, and signature will be returned to the applicant with a notice. The county will retain a copy of the incomplete application and the notice, making sure to document the actions taken in ANSWER.

SNAP CERTIFICATION MANUAL – SECTION 8000

1B8200 The Application Interview

16B8210 Same Day Interviews

8200 The Application Interview

SNAP Manual 06/01/12

A qualified DCO caseworker must conduct an interview with each SNAP benefit applicant. For application submitted online, the interview will be a telephone interview unless the household requests a face-to-face interview. For all other applications, the interview will be face-to-face unless the household requests a telephone interview. The applicant may be the case head ([SNAP 1500](#)), his or her spouse, another responsible household member, or the household's authorized representative (see [SNAP 900](#)).

The applicant may bring anyone to the interview. If the applicant (or any accompanying person) becomes physically or verbally abusive to the worker during the interview process, the worker may terminate the interview and reschedule another time for completion of the interview process. When applicants are under the influence of intoxicants or are mentally impaired to the extent that an interview cannot be conducted, the worker may request the interview be held with another household member or an authorized representative.

Any time the worker finds it necessary to terminate an interview and/or request that someone else complete the interview, all circumstances surrounding the incident will be fully documented in the ANSWER narrative and reported to county management staff.

8210 Same Day Interviews

SNAP Manual 06/01/12

Same day interviews are those interviews conducted with the household the same day the application is filed. Same day interviews relieve the county office of routinely assigning an appointment time for the interviews. The caseworker must document the date of the interview in the ANSWER narrative.

8220 Interviews Scheduled at a Later Date

SNAP Manual 06/01/12

When it is not possible for a caseworker to complete an interview with an applicant on the same day the application is submitted, the DHS county office must schedule an interview for the applicant. Each county office must have a system in which appointments are assigned in a specified manner. The county must assign each household a specific date and time and each applicant must be advised of the date and time on which he or she must return for an interview.

See [SNAP 9420](#) for special instructions on scheduling interviews for expedited households.

SNAP CERTIFICATION MANUAL – SECTION 8000

1B8200 The Application Interview

18B8230 Scheduling Interviews

8230 Scheduling Interviews

SNAP Manual 06/01/12

An interview must be scheduled upon receipt of an application form. All interviews must be scheduled as quickly as possible. Eligible households must be given an opportunity to participate in the Supplemental Nutrition Assistance Program within 30 days; therefore, interviews should be scheduled no later than 20 days from the date of application. When this is not possible, the interview should be scheduled at the first available appointment time. If a household fails to appear for a scheduled interview, no additional interviews will be scheduled unless requested by the household.

The DHS county office may not deny a household's interview prior to the 30th day after the date of application if the household fails to appear for the first scheduled interview. If the household requests a second interview during the 30-day application-processing period and is determined eligible, the household's benefits must be prorated from the date of application. See [SNAP 8520](#) for additional information.



NOTE: Each county office must have a plan for scheduling out-of-the office interviews. See [SNAP 8260](#).

8240 Conducting Interviews

SNAP Manual 06/01/12

At a minimum, an interview of an applicant must cover the topics and complete the actions listed below:

1. Applicants must be advised of their right to a confidential interview.
2. Applicants must be advised of their rights and responsibilities.
*This includes their rights under the Privacy Act that restrict the release of information in the case record to the conditions specified in [SNAP 530](#), their right to review the contents of their case record ([SNAP 540](#)), their right to an administrative hearing ([SNAP 16300](#)), and their responsibility to cooperate during the interview and certification process. A copy of the pamphlet, *Your Rights and Your Responsibilities*, PUB 279 will be given to the household.*
3. The applicant must be advised that all SNAP cases are subject to review by the Quality Assurance Unit and that failure to cooperate with the Quality Assurance Unit will result in case closure.

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1B8200 The Application Interview

20B8250 Interview Options

4. The applicant must be advised that social security numbers (SSN's) or application for a social security number must be declared and verified for all household members included in the SNAP case.

The use of the SSN will also be explained (see [SNAP 2100](#)).

5. The worker must assist applicants in completing the application form, if necessary.
6. The worker must review the information on the application with the applicant and resolve any unclear or inconsistent information.
7. The worker must request needed verification and tell the applicant how to return this information to the county office.

The worker will assist the household in obtaining the needed verification when the worker becomes aware that assistance is needed. A business reply mail (BRM) envelope will be provided to the applicant to return the verification or the applicant may return the information in person.

8. The worker will advise the applicant of the time frames under which his or her application will be processed.
9. The worker will advise the applicant of the consequences of a voluntary quit as explained in [SNAP 3413](#).
10. The worker will advise the applicant that the Cooperative Extension Service provides nutrition education, free of charge, in each county.

8250 Interview Options

SNAP Manual 06/01/12

Normally, a face-to-face interview with the applicant is conducted in the county office. However, the office interview will be waived upon request for any household without earned income and all the members are 60 years or older and/or individuals with disabilities. Telephone interviews will be granted for all applications submitted through Access Arkansas without regard to hardship, unless the household requests a face-to-face interview. Out of office interviews will be granted on a case-by-case basis under a hardship provision. Hardship provisions include situations such as but not limited to:

- Transportation difficulties
- Illness
- Hardships due to residency in a rural area
- Situations where the applicant is required to remain in the home to care for an ill or disabled household member
- Prolonged severe weather

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1B8200 The Application Interview

21B8260 Interviews with Authorized Representatives

- Work hours or training hours that preclude an office interview - e.g., the only member available to come in for the interview works from 8:00 to 4:30 and cannot leave the job

The household may choose to appoint an authorized representative to appear at the interview.

The county office has the option of conducting an out-of-office interview either by telephone or through a home visit. (A face-to-face interview must be granted to any household that requests one.) If a home visit is selected, the date and time of the visit must be scheduled in advance with the household.

All normal verification requirements apply to households that have an out-of-office interview. However, special procedures such as the use of collateral contacts may be necessary in order for the household to comply with verification requirements within the 30-day processing period.

The use of a telephone interview or an interview by home visit will not affect the length of the certification period assigned to the household. See [SNAP 8710](#) for information about assigning certification periods.

8260 Interviews with Authorized Representatives

SNAP Manual 06/01/12

Interviews with authorized representatives (AR's) will be conducted when requested by the household. An authorized representative is an individual designated on the application form or in writing by the casehead, his or her spouse, or another responsible household member.

Interviews with AR's are conducted in the same manner as interviews with a member of the SNAP household. For this reason, the AR must be an individual familiar with the household's circumstances.

The household is liable for any over issuance of SNAP benefits resulting from erroneous information given by the AR. Therefore, if possible, the casehead, his or her spouse, or another responsible household member should prepare the application or should review the application before its submission to the county office.

See [SNAP 900](#) through SNAP [983](#) for full information on Authorized Representatives.

SNAP CERTIFICATION MANUAL – SECTION 8000

2B8300 Household Cooperation

8300 Household Cooperation

SNAP Manual 06/01/12

Before eligibility can be determined, the household must:

- Complete and sign the application (with the assistance of the case worker if requested)
- Cooperate in the interview process
- Verify certain information on the application

Refusal to complete any of these processes will result in denial of the application.

Refusal to declare or apply and/or verify a social security number (SSN) for any household member as specified in [SNAP 2200](#) will result in the disqualification of that member at the time of the refusal.

A household that is able to cooperate but clearly will not take the actions required to complete the processing of the application for SNAP benefits is considered to have refused to cooperate.

EXAMPLE: The SNAP application will be returned to a household that complies with the interview but refuses to be interviewed by either walking out of the face-to-face interview or disconnecting the call during a telephone interview, but not simply failing to appear for an interview.

If there is any question about whether a household has refused or failed to cooperate, the application will not be denied and the DHS county office will provide the household assistance in obtaining needed information.

EXAMPLE: A household that fails to appear for an interview is not refusing to cooperate. Therefore, the application will not be denied until the end of the normal processing period.

No household will be denied SNAP benefits solely because someone outside the household failed to cooperate with a request for verification. The term “outside the household” will not apply to ineligible students, ineligible aliens, or to individuals disqualified for one of the following reasons:

- Intentional program violation
- Failure to provide a social security number
- Noncompliance with the work registration requirements
- Noncompliance with the workfare requirements

SNAP CERTIFICATION MANUAL – SECTION 8000

2B8300 Household Cooperation

22B8310 Households with Suspected Overpayments

- Noncompliance with the requirement to work

Households denied for refusal to cooperate may reapply but eligibility cannot be determined until the needed cooperation is provided.

See [SNAP 11110](#) for information about refusal to cooperate following certification.

8310 Households with Suspected Overpayments

SNAP Manual 02/01/99

THIS SECTION WAS DELETED EFFECTIVE 10/01/03.

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3B8500 Normal Processing Standards

8500 Normal Processing Standards

SNAP Manual 06/01/12

The normal processing standard for an initial application and an untimely subsequent application for SNAP benefits is 30 days. Eligible households that complete the initial application process must be given an opportunity to participate in the Supplemental Nutrition Assistance Program as soon as possible, but no later than 30 calendar days following the date the application was filed. (Day one of the application-processing period is the day after the application was filed.)

A paper application is filed the day the appropriate county office receives an application form containing at least the applicant's name, address and the signature of the applicant, a responsible household member, or the household's authorized representative. An online application is filed on the day the application is submitted through Access Arkansas or on the following workday if the application is submitted after the close of business, on a weekend, or holiday. An application filed that does not contain the applicant's name, address, **and** the signature of the applicant, a responsible household member, or the household's authorize representative, is not a valid application and cannot be registered. See [SNAP 8100](#) through [8141](#) for a full explanation of the filing process.

At the time of the application interview, the household will be issued a *Request for Information* (DCO-191) if the application is pended for additional information.

SNAP benefits must be available to eligible households no later than the 30th day of the application period. In order to insure that eligible households have access to their benefits by the 30th day of their application processing period, the county must submit the application approval to ANSWER no later than the 29th day of the processing period. An "eligible household" is one that has completed the required interview and provided all required verification.

If a household has not provided all required verification by the 29th day of the application-processing period, the application must continue to be held in a "pending" status until the 30th day of the application-processing period. If the household provides the required verification on or before the 30th day of the application-processing period, the application will be approved if eligible.

If a household provides adequate information for the caseworker to determine that the household is ineligible, the application will be denied. Households found to be ineligible must

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3B8500 Normal Processing Standards

be sent a notice of denial as soon as possible but no later than 30 days following the date the application was filed.



NOTE: Applications from households that miss scheduled interviews must be held for the full 30-day period. See [SNAP 8230](#).

If the 30th day falls on a weekend or holiday, the notice of denial must be sent on the first workday after the 30th day.



NOTE: Only timely applications may use this method of denial. Applications denied after the 30th day without a pending notice will not be backdated to the 30th day.

When an application remains pending on the 30th day because the worker lacks sufficient information to determine eligibility, the county office must review that application and any information found in the case record to determine whether the county office or the applicant is at fault for the delay in processing the application. (If the 30th day falls on a weekend or holiday, the review of the application must be conducted on the first workday after the 30th day of the application-processing period.)

Full instructions for determining fault and taking corrective actions are located at [SNAP 8506 - 8540](#). If the county is at fault for the delay in processing, the application will not be denied. Instead, the application will be held for up to 30 additional days from the date of application while the county office and/or the household takes any actions necessary to complete the application process.

A delay will be considered the fault of the household if the household has failed to complete the application process even though the county office has taken all required actions. If the household is at fault for the delay in processing the application, the application will be denied on the 30th day or if the 30th day falls on a weekend or holiday, the first work day after the 30th day.

For a full 60 calendar days after the date of application the applicant retains his or her right to complete the application by supplying all needed information.

If an applicant whose application has been denied on the 30th day supplies all needed information before the 60th calendar day following the date of application, the county must take the following actions:

1. Locate the denied application;

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3B8500 Normal Processing Standards

23B8501 Assigning Appointments

2. Reregister the denied application using the day on which all needed information was supplied as the date of application.
3. Process the application.

The household will not be required to either submit a new application form or have a second interview. If the household reports any changed information, the change must be acted upon before approval of the application.

Each county must develop a system to ensure each applicant who was denied on the 30th day retains the right to complete the original application when all needed information is submitted before the 60th day. No system is mandated, but each county must be able to demonstrate compliance with these provisions.

8501 Assigning Appointments

SNAP Manual 06/01/12

Households should be assigned an appointment for an interview within 20 days of the date of application. If a household misses this appointment, another appointment will be assigned only upon request. If a household misses an appointment for an interview assigned within 20 days of the date of application and does not request another by the 30th day, the application will be denied effective the 30th day, following the policy provided below in [SNAP 8501.1](#). Day one is the day following the date the application is received by the county office. See [SNAP 8210](#) for additional information.

The county office must notify the applicant that the face-to-face interview will be waived in favor of a telephone interview on a case-by-case basis in response to a request due to household hardship situations as determined by the State agency. These hardship conditions include, but are not limited to illness, transportation difficulties, care of a household member, hardship due to residency in a rural area, prolonged severe weather, or work or training hours that prevent the household from participating in an in-office interview. All applications submitted online will be granted a telephone interview unless the household requests a face-to-face interview.

8501.1 Missed Interview

SNAP Manual 02/06/09

A *Notice of Missed Appointment* (DCO-269) will be mailed to the household if the household misses an initial appointment for an interview regardless of whether the household requests another appointment. At initial application, the Notice of Missed Appointment must inform the

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3B8500 Normal Processing Standards

24B8502 Time Frames for Processing Approvals

applicant the household missed the scheduled interview and that the household is responsible for contacting the local office to reschedule the interview. This notice should be sent as soon as possible after an appointment has been missed but no later than one day prior to denying the application.

8502 Time Frames for Processing Approvals

SNAP Manual 06/01/12

Eligible households that complete the application process will be provided an opportunity to participate as soon as possible, but no later than 30 days following the date of application. If an applicant is interviewed and provides all required information on or before the 29th day of the application-processing period, the caseworker must determine if the household is eligible to receive SNAP benefits. If the household is eligible to receive SNAP benefits, the worker must key the application approval no later than the 29th day of the application-processing period. This will ensure that the applicant has “an opportunity to participate” in the Supplemental Nutrition Assistance Program no later than 30 days following the date of application. If the 29th day of the application-processing period falls on a weekend or holiday, the application approval must be keyed no later than the last workday prior to the weekend or holiday.

8503 Time Frames for Processing Denials

SNAP Manual 06/01/12

Applications submitted by ineligible households will be denied as soon as possible. Applications submitted by households that fail to appear for an interview scheduled by the 20th day and do not request another appointment will be denied effective the 30th day. *(These applications may not be denied before the 30th day of the application-processing period. The application may be denied on the first workday following the 30th day if the 30th day falls on a weekend or holiday. If that is the case, the 30th day will be entered as the effective date of the denial.)*

Households that fail to provide needed verification at the time of the application interview must be allowed until the end of the thirty-day application-processing period to provide the needed verification unless the first interview is scheduled after the 20th day of this processing period. When the first interview is scheduled after the 20th day and additional verification is requested, the application must be held pending for up to 10 additional days to await the submission of the requested information. *(Households must be allowed at least 10 days to provide required verification even if an application goes over 30 days and is classified as overdue.)*

SNAP CERTIFICATION MANUAL – SECTION 8000

3B8500 Normal Processing Standards

26B8504 Contents of Denial Notice

EXCEPTION:

If a household provides adequate information for the caseworker to determine that the household is ineligible, the application will be denied. Households found to be ineligible must be sent a notice of denial as soon as possible but no later than 30 days following the date the application was filed.



NOTE: Applications from households that miss scheduled interviews must be held for the full 30-day period. See [SNAP 8230](#).

If a household has not provided all required verification by the 29th day of the application-processing period, the application must continue to be held in a “pending” status until the 30th day of the application-processing period. If the household provides the required verification on or before the 30th day of the application-processing period, the application will be approved if the household is found to be eligible.

When an application remains pending on the 30th day because the worker lacks sufficient information to determine eligibility, the county office must review the application to determine whether the county office or the applicant is at fault for the delay in processing the application. Full instructions for determining fault are located at [SNAP 8506 - 8540](#).

The notice of denial must be sent no later than the 30th day following the date of the application. On the denial notice, the effective day of denial (denial date) will be the 30th day. Even if the 30th day falls on a weekend or holiday, the effective date remains the date of the 30th day. Denials should be entered to the system no later than the first workday following the 30th day and no earlier than the 30th day.

8504 Contents of Denial Notice

SNAP Manual 06/01/12

When a household’s application is denied, a notice explaining the action will be sent to the household. In most instances, an automated notice should be sent to the household. If the denial is based upon the household’s failure to submit requested information within 30 days of the date of application, the household retains the right to have the application reinstated by submitting all requested information within 60 days from the date of application. (See [SNAP 8506](#), last paragraph.) For initial applications or recertifications that may be reinstated, the caseworker will use either denial reason “Failed to verify income” or “Failed to verify information.”

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3B8500 Normal Processing Standards

27B8505 Summary of Actions on Application Approvals/Denials

The *Notice of Action* (DCO-1) must advise the household of the following information:

- The application has been denied and the reason for the denial.
- What action the household must take to reactivate the application, if any.
- If the application was denied for failure to provide requested information within 30 days, the household may continue the application process without submitting another application until the 60th day of the application period by providing the required information.
- That the household must submit a new application, if, at the end of the 60-day period, the household has not taken the needed action but still wishes to participate in the Program.

8505 Summary of Actions on Application Approvals/Denials

SNAP Manual 06/01/12

An application for SNAP benefits may be completed as soon as all requirements for an interview, verification, work registration and providing an SSN are met. (See [SNAP 9440](#) - [9446](#) for special procedures on households entitled to expedited application processing.)

When a household is found eligible to participate in the Program, the worker will complete the following actions:

1. If the applicant is still present, he or she will be verbally advised of the determination of eligibility, the length of the period of certification, and the SNAP benefit amount.
2. A *Change Report Form* (DCO-234) and a *CHANGE REPORT ADDENDUM: The Reporting Requirements* will be issued to the household. If the household will also be subject to semi-annual reporting, the pamphlet, *SNAP Semi-Annual Reporting* (PUB-260) must be issued to the household. When applicable, the semi-annual reporting and annual review process must also be verbally explained to the household.
3. The case will be authorized for issuance of benefits.
4. An approval notice must be issued to the household.

If the household is ineligible, the worker will complete the following actions:

1. If the applicant is still present, he or she will be verbally advised of the reason for ineligibility and the household's rights to an administrative hearing. A *Notice of Action* (DCO-1) will be issued to the household. Either an automated or a manual notice may be issued. The application form will not be returned to the household
2. The denial will be keyed via the automated system.

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3B8500 Normal Processing Standards

28B8506 Pending Applications

8506 Pending Applications

SNAP Manual 06/01/12

At the time of the application interview, the caseworker may find that a SNAP applicant must provide additional information/verification in order to establish eligibility. Households that fail to provide needed verification at the time of the application interview must provide all required information by the 30th day or in 10 days whichever gives the household the most time.



NOTE: The household must be allowed 10 days to provide requested verification even when there are less than 30 days remaining in the application-processing period to provide requested information. This rule applies even if the application will be classified as overdue.

At the time of the interview, the household will be notified via the *Request for Information* (DCO-191) of the information that must be supplied and of the date by which the information must be provided. The worker must advise the household that the application will be denied if the information is not returned by the date indicated on the DCO-191. If the missing verification is not received in the county office before the end of the application-processing period (including extensions) the household's application will be denied.

EXCEPTION: When the missing verification is for medical costs, actual utility costs, dependent care costs or child support payments, these costs will be disallowed, and the application will be processed. The application will be denied only if disallowing these costs causes the household to be ineligible. See [SNAP 6524](#) for information on verification of medical costs. See [SNAP 6627](#) for information on verification of actual utility expenses. If the missing verification is later supplied, the budget will be recalculated to allow the expense. The change will be handled according to the standards for processing changes as stated in [SNAP 11400](#).

If a household contacts the county office to report a problem with obtaining verification, the worker will assist the household. The request and outcome will be documented in the ANSWER narrative.

If a household provides requested verification and the worker determines that additional information is needed, a Request for Information (DCO-191) will be issued to advise the household of the missing information and the date by which the information must be provided. However, the application will not be held longer than the 30th day to obtain missing verification unless the household has less than 10 days to provide missing verification. When an application is denied on the 30th day but missing verification is supplied on or before the 60th day, the

SNAP CERTIFICATION MANUAL – SECTION 8000

3B8500 Normal Processing Standards

29B8510 Delayed Applications

application will be reinstated. If the household is found eligible, benefits will be prorated from the date the information is supplied.

8510 Delayed Applications

SNAP Manual 02/01/99

Applications that have been neither approved nor denied by the 30th day of the application-processing period are delayed applications. These applications do not become “overdue” until the 31st day of the processing period.

On the 30th day, all delayed applications must be assessed, and the appropriate actions must be taken.

8520 Determining Fault - County Caused Delay

SNAP Manual 06/01/12

The county office is at fault for delays in application processing when the household has completed all required actions but the caseworker has failed to follow processing guidelines or has not:

- Scheduled the first appointment for an interview by the 20th day after the date of application;
- Provided the household with a statement of required verification; or
- Allowed the household sufficient time to provide the missing verification.

The county office is also at fault for the delay if the worker failed in some other way to complete the application process. The county office must take the actions necessary to complete the application process. For example, if the household has provided all the information required to complete the application, but the application has not yet been processed, the county must process the application immediately. If not, a *Notice of Action* (DCO-1) must be sent to the household explaining the delay. In cases where verification is incomplete, the county office must have taken one of the following actions:

- Provided the household with a properly completed *Request for Information* (DCO-191)
- Allowed the household sufficient time to provide the missing verification
- Assisted the household to get required verification if such assistance was requested

If the information needed to process the application was not requested via DCO-191, a DCO-191 will be prepared and mailed to the household. The form must specify the information that must

SNAP CERTIFICATION MANUAL – SECTION 8000

3B8500 Normal Processing Standards

31B8521 Determining Fault - Client Caused Delay

be provided by the 60th day after the date of application. (If the 60th day falls on a weekend or holiday, this will be the first workday after the 60th day.)

8521 Determining Fault - Client Caused Delay

SNAP Manual 06/01/12

A delay is the fault of the household if the household has failed to complete the application process even though the county office has taken all required actions.

A household that fails to complete the application is at fault if the county office attempted to assist with the application on or before the 30th day of the application period. (This applies when a household is interviewed on or before the 30th day of the application period and refuses to provide the information needed to complete the application.)

If a household attended an interview scheduled on or before the 20th day of the application period and was properly notified of any missing information via the DCO-191, the delay is considered the fault of the household. The household's application may be reinstated up to the 60th day. If a household failed to appear for an interview scheduled on or before the 20th day of the application period and makes no request to reschedule the interview, the application will be denied on the 30th day. A household that wishes to reapply must submit another application.

If a county office schedules at least two interviews during the first 30 days of the application-processing period but the household appears for neither interview, the application will be denied on the 30th day unless additional requests for rescheduling of interviews can be granted before the 30th day. If the application must be denied on the 30th day, the household must submit another application.

If a household failed to appear for the first interview and requested the second interview be rescheduled after the 30th day, the application will be denied on the 30th day. If the household appeared for the interview, the same application form will be reregistered with the date of the interview as the date of application.

See the charts in [SNAP 8530](#) for additional information.

SNAP CERTIFICATION MANUAL – SECTION 8000

3B8500 Normal Processing Standards

32B8530 Chart: Determining Fault as Per SNAP 8520-8521

8530 Chart: Determining Fault as Per SNAP 8520-8521

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REASON FOR THE DELAY	FAULT	ACTION
The household has been interviewed and has furnished all needed information. The application has not been processed.	Agency	Process the application. If the application cannot be approved, or denied, notify the household. If approved, authorize benefits to the date of application.
No appointment for an interview was scheduled for the household.	Agency	Schedule an appointment for an interview. Continue to hold the application up to 60 days. If approved, authorize benefits to the date of application.
The household's first interview was scheduled more than 30 days following the date of application.	Agency	Continue to hold the application up to 60 days. If approved, authorize benefits to the date of application.
The household's appointment for an interview was first scheduled between the 20 th and the 30 th day following the date of application. The household appeared for the interview but failed to furnish all needed information.	Agency	Continue to hold the application. Allow household 10 days to provide needed information. (If household indicates additional time is needed, allow up to 60 days.) If application is approved, authorize benefits to the date of application.
The household was interviewed but was not notified via DCO-191 of any missing information/verification that is needed to establish eligibility.	Agency	Prepare a DCO-191 to notify household. Continue to hold the application. Allow household 10 days to provide needed information. (If household indicates additional time is needed, allow up to 60 days.) If application is approved, authorize benefits to the date of application.
The household missed their first interview and requested a second. The second interview is scheduled after the 30 th day.	Agency	Continue to hold the application up to 60 days. If approved, authorize benefits to the date of application.
The household missed its first interview scheduled before the 20 th day and requested its second interview be scheduled after the 30 th day.	Household	Deny the application. Reregister the application if the household appears for the second interview. Authorize benefits to the date of the second interview.
The household failed to appear for its scheduled interview and did not request a second interview.	Household	Deny the application. This application cannot be reinstated within next 30-day period. The household must reapply.

SNAP CERTIFICATION MANUAL – SECTION 8000

3B8500 Normal Processing Standards

33B8540 Handling Pending Applications During The Second 30 Days

REASON FOR THE DELAY	FAULT	ACTION
The household’s first interview was scheduled within 20 days of application. The household appeared for the interview but failed to provide all needed verification, within the specified time. (Households are allowed up to 10 days to provide verification unless additional time is requested.)	Household	Deny the application. Reregister the application if requested verification is received within 60 days of the date of application. Authorize benefits the date the verification was received. In that case, benefits will be authorized from the date of application.
The household’s first interview was scheduled within 20 days of application. The household missed this interview but requested another that was scheduled between the 10th and 30th day. The household appeared for the interview but did not complete all requirements before the 30th day.	Not Applicable	Continue to hold the application. Allow household 10 days to provide needed information. (If household indicates additional time is needed, allow up to 60 days.) If application is approved, authorize benefits from the date of application.

8540 Handling Pending Applications During The Second 30 Days

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All applications that have been neither approved nor denied before the 60th day of the application-processing period must be evaluated on the 60th day. The resulting action depends upon whether the second delay in application was the fault of the agency or the household.

A delay is the fault of the household if the household failed to complete the application process even though the agency has taken all required actions. If the household is at fault for not completing the application process by the end of the second 30-day period, the application will be denied. If the household wishes to participate in the Program, another application must be submitted.

A delay is the fault of the agency when the household has completed all required actions but the worker failed to schedule an appointment for an interview or scheduled the first appointment for an interview after the 50th day of the application-processing period. The agency is also at fault if the worker failed to provide the household with a statement of required verification (DCO-191) or failed to process the application. If the delay is the fault of the agency, corrective action must be taken. See the chart below.

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3B8500 Normal Processing Standards

33B8540 Handling Pending Applications During The Second 30 Days

REASON FOR DELAY	COUNTY ACTION
<p>No interview scheduled.</p>	<p>An interview will be scheduled.</p> <p>If the household appears for the interview but does not furnish all needed information, a Request for Information (DCO-191) must be issued at the time of the interview. The household must be allowed ten days to furnish the information. If the information is not provided on or before the specified date, the application will be denied on the 11th day.</p> <p>If the household does not appear for the interview, the application will be held for 10 additional days beginning with the day after the date of the scheduled interview. If no request for a second interview is made, the application will be denied on the 11th day.</p>
<p>Scheduled the first interview after the 50th day.</p>	<p>If the household appears for the interview but must provide additional information, the application will be held for 10 days (beginning with the day after the request). The date will be specified on the DCO-191. If the information is not provided by the 10th day, the application will be denied on the 11th day.</p> <p>If the applicant does not appear for the interview and does not request a second appointment, the application will be denied on the 11th day following the date of the scheduled interview. If a second appointment is requested, the appointment will be scheduled on or before the 60th day of the application period.</p>
<p>No DCO-191 provided.</p>	<p>A DCO-191 will be provided. The household will be given 10 days (beginning the day after the date of the notice) to provide the requested information. If the information is not provided, the application will be denied on the 11th day.</p>
<p>All information has been provided but the application has not been processed.</p>	<p>The application will be processed and all documents keyed on the 60th day.</p>

For applications approved on or after the 60th day, benefits will be provided back to the date of application.



NOTE: When an action date falls on a weekend or holiday, the action will actually be taken on the next workday, effective the date the approval or denial is submitted.

- *Applications found to be pending after the 30th or the 60th day will be denied using the current date as the denial date. Application denials are not to be backdated.*

SNAP CERTIFICATION MANUAL – SECTION 8000

4B8600 Budgeting

34B8610 Prorated Initial Benefits

8600 Budgeting

SNAP MANUAL 02/01/99

Initial case actions are budgeted prospectively. See [SNAP 7100](#) for instructions on budgeting and determining eligibility.

8610 Prorated Initial Benefits

SNAP Manual 02/01/99

When a household files an initial application for SNAP benefits as defined in [SNAP 8100](#), SNAP benefits for the first month of certification will be prorated. When a household files an untimely subsequent application after the end of the household's current certification period, proration of benefits will apply. Proration of SNAP benefits usually begins on the day the household filed an application. However, if the application is reinstated in the second 30-day period as instructed in [SNAP 8500](#), proration will begin on the day the household takes the action necessary to complete the application.

Prorated initial benefit amounts will be determined by using the chart found in [SNAP 8612](#) or the following formula.

Monthly benefit amount x $\frac{(31 - \text{date of application})}{30}$ = prorated allotment

Rounding: Prorated benefit amounts ending in 1 through 99 cents will be rounded down to the nearest dollar.

EXAMPLE 1: A household applies for benefits on the 17th day of the month and is certified for a SNAP benefit amount of \$55.00 per month.

$$\$55 \times \left(\frac{31 - 17}{30} \right) = \$25.66 \text{ rounded down to } \$25.00$$

\$25.00 is the prorated benefit amount.

An application submitted on the 31st day of the month will be handled the same as an application submitted on the 30th day of the month when calculating prorated SNAP benefits.

EXAMPLE 2: A household applies for SNAP benefits on the 31st of the month and is certified for a SNAP benefit amount of \$355 per month.

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4B8600 Budgeting

35B8611 Proration for Migrant and Seasonal Farm Worker Households

$$\frac{\$355 \times ((31 - 30))}{30} = \$11.83 \text{ rounded down to } \$11.00$$

\$11.00 is the prorated benefit amount.

If a prorated initial SNAP benefit amount is less than \$10.00, no benefits will be issued.

EXAMPLE 3: A household applies for SNAP benefits on the 17th of the month and is certified for a SNAP benefit amount of \$21.00 per month.

$$\frac{\$21 \times ((31 - 17))}{30} = \$9.80 \text{ rounded down to } \$9.00$$

The household will not receive any SNAP benefits for the month of application because the prorated initial benefits are less than \$10.00.



NOTE: If a household lived in a state other than Arkansas but made application in Arkansas before the SNAP case closed in the other state the household is not eligible to receive SNAP benefits in AR until the previous case is closed. The household will not receive prorated benefits for the application submitted in AR. Please see SNAP 1300 for residency requirements.

8611 Proration for Migrant and Seasonal Farm Worker Households

SNAP Manual 02/01/99

Migrant and seasonal farm worker households must receive full benefits for the month of application when the household has participated in the Supplemental Nutrition Assistance Program within 30 days prior to the date of application. If a migrant or seasonal farm worker household makes application for SNAP benefits, the worker must determine if the household has received SNAP benefits in any state within the 30-day period prior to the date of application. If so, the household's benefits for the month of application will not be prorated. Changing the date of application to the last day of the previous month prevents proration. For example, if such an application is submitted on September 26th, the date of application will be changed to August 31st.

When a migrant or a seasonal farm worker household declares receipt of SNAP benefits during the 30-day period prior to the date of application in Arkansas, the household will be asked to submit proof of participation such as an ID card, an EBT card or an approval notice. Households with no such proof will be asked to provide a statement about the location and the date of last

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4B8600 Budgeting

36B8612 SNAP Proration Chart

participation. Both the date and location of the household's last participation must be documented.



NOTE: This provision does not entitle households to participate twice in the same month. Migrant or seasonal farm worker households may only participate in the Supplemental Nutrition Assistance Program in one state during any given month.

8612 SNAP Proration Chart

SNAP Manual 02/01/99

To determine benefits for the initial month, locate the date of application in column I, and then multiply the corresponding factor in Column II by the total monthly SNAP benefit amount calculated.

Column I Date of Application	Column II Factor	Column I Date of Application	Column II Factor
1	1.0000	17	.4667
2	.9667	18	.4334
3	.9334	19	.4000
4	.9000	20	.3667
5	.8667	21	.3334
6	.8334	22	.3000
7	.8000	23	.2667
8	.7667	24	.2334
9	.7334	25	.2000
10	.7000	26	.1667
11	.6667	27	.1334
12	.6334	28	.1000
13	.6000	29	.0667
14	.5667	30	.0334
15	.5334	31	.0334
16	.5000		

SNAP CERTIFICATION MANUAL – SECTION 8000

4B8600 Budgeting

37B8620 Minimum SNAP Benefits

8620 Minimum SNAP Benefits

SNAP Manual 06/01/12

A minimum SNAP benefit amount is the smallest monthly SNAP benefit amount that may be issued to an eligible household. The minimum benefit amount for each household size is listed on the [Exhibit A - SNAP Basis of Issuance Charts](#). To determine the minimum benefit amount for one and two person households, see [SNAP 8630](#) below.

To determine the minimum benefit amount for households with three or more members, see [SNAP 8640](#) below.



NOTE: Minimum benefit requirements do not apply in an initial month of eligibility. In an initial month of eligibility, prorated benefits of less than \$10.00 are not issued. Therefore, a one or two person household could have a calculated monthly SNAP benefit amount of \$8.00 and a date of application on the 1st of the month. This household would not receive SNAP benefits for the month of application. In the following month, minimum benefits of \$16.00 would be issued.

8630 Minimum SNAP Benefits for One and Two Members

SNAP Manual 06/01/12

The minimum SNAP benefit amount for eligible one and two person households is \$16.00.

This provision applies to household including individuals with disabilities and/or persons aged 60 or older, categorically eligible households, and regular households. See the Glossary for definitions of both individuals with disabilities and/or persons aged 60 or older and [categorically eligible](#) households.

A categorically eligible household with one or two persons will receive a minimum benefit of \$16.00 regardless of the household's net income.

8640 Minimum SNAP Benefits – Three or More Members

SNAP Manual 12/01/00

Categorically eligible households with three or more members will be entitled to a minimum benefit of at least \$2.00 if the Thrifty Food plan reduced by 30% of the household's net income is at least \$1.00. Minimum benefits for households with three or more members vary with the household size and depend on the point at which the household's net income exceeds the limit

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4B8600 Budgeting

40B8641 Benefits for Categorically Eligible Households

on the issuance charts. Minimum benefit amounts may be found in [Exhibit A - Basis of Issuance Charts](#).

For example, as of October 2008, the minimum SNAP benefit amount for an eligible regular household of five was \$77.00, and the minimum benefit amount for an eligible regular household of six was \$127.00. (See the current [Exhibit A - Basis of Issuance Charts](#) for the minimum SNAP benefit amounts in effect at this time.)

8641 Benefits for Categorically Eligible Households

SNAP Manual 12/01/00

Categorically eligible households with 1 or 2 members will receive a minimum benefit of \$16.00, regardless of the benefit calculation. A categorically eligible household with three or more members receive benefits only if the household's benefit calculation is \$1 or more. If the household's benefit amount is less than \$1, the case is treated as an otherwise eligible case. The case must be keyed onto the SNAP system in the same manner as cases for households that receive benefits. The benefit amount will be "0."

EXCEPTION: Categorically eligible households with 1 or 2 members will receive a minimum benefit of \$16.00, regardless of the benefit calculation.

8650 Retroactive Benefits

SNAP Manual 12/01/00

Retroactive benefits are SNAP benefits due a household at application approval for months in the application period prior to the month of approval. For example, an application is submitted in June and approved in August. June and July SNAP will be authorized as retroactive benefits.

Retroactive benefits will be issued only if the county was at fault for the delay in processing the application and the household is eligible for those months. Retroactive benefits are subject to proration.

EXAMPLE: An application is approved on April 10 for a household that applied on March 15. Retroactive benefits for March are prorated to the date of application, March 15.

When a household is entitled to retroactive benefits, the amount of retroactive benefits will be calculated, proration will be applied as necessary, and the retroactive benefits will be authorized.

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4B8600 Budgeting

42B8651 Aggregate Benefits

If a household is not eligible for the current month but is eligible for a prior month or months in the application period, the household will be issued any retroactive benefits.

EXAMPLE: A household applies for SNAP benefits on March 15th. On May 2nd, the worker determines that the household is currently ineligible and the county was at fault for the delay in processing. The household was eligible for SNAP benefits in March and April, so the worker calculates the household's March and April SNAP benefits. March benefits are prorated to the date of application, March 15. These benefits are authorized as retroactive benefits.

8651 Aggregate Benefits

SNAP Manual 06/01/12

A household that files an initial application after the 15th of the month and is approved by the end of the month of application will be issued aggregate benefits. Aggregate benefits are combined benefits for the month of application and the following month. (If the initial month's benefits are less than \$10.00, only the benefits for the following month will be issued. Prorated initial benefits amounting to less than \$10.00 are not issued. See [SNAP 8610](#).)

EXAMPLE: A household submits an initial application on November 21st, and the application is approved on November 29th. On November 30th the household will be issued aggregate benefits for the months of November and December.

Households that apply after the 15th of the month and are certified under expedited service provisions will be issued prorated benefits for the first and second months within the expedited timeframe.

SNAP CERTIFICATION MANUAL – SECTION 8000

5B8700 Certification Period

43B8710 Assigning Certification Periods

8700 Certification Period

SNAP Manual 06/01/12

A certification period is a designated period of time during which a household is eligible to receive SNAP benefits. Certification periods are based upon calendar months. The month a household applies for SNAP benefits is usually the first month in the certification period even if the application is not approved until a later month.

A household may be determined eligible for the month the application was submitted but not receive any SNAP benefits due to proration. In these cases, the certification period will begin with the month of application even though the household will not receive any SNAP benefits for that month.

EXAMPLE: A household applies on May 20 and is approved on May 22. Prorated benefits for May are \$8.00; therefore, no SNAP benefits will be issued to the household in May. Regardless of this, a certification period beginning in May and ending in April is assigned.

When a household is ineligible for a month (or months) in the period of application, the certification period begins with the first month of eligibility.

EXAMPLE: A household applies for SNAP benefits on July 7 and is ineligible for July benefits but eligible for August. The period of certification will begin in August.

Eligibility for SNAP benefits ceases at the end of each certification period. All households participating in the regular Supplemental Nutrition Assistance Program must reapply, verify certain information, and eligibility to participate in the Supplemental Nutrition Assistance Program must be re-determined before additional benefits will be issued.

Certification periods range in length from 1 month to 36 months and are assigned according to the current household situation.

8710 Assigning Certification Periods

SNAP Manual 01/01/2016

All households are subject to limited reporting and will be assigned certification periods as specified below:


1. Households consisting totally of individuals with disabilities and/or persons aged 60 or older with no earnings or child

SNAP CERTIFICATION MANUAL – SECTION 8000

5B8700 Certification Period

43B8710 Assigning Certification Periods

support deduction will be assigned a 36-month certification period. A household composed entirely of individuals with disabilities and persons aged 60 or older and minor dependent children age 15 or younger will also be assigned a 36-month certification if no household member has earnings or a child support deduction. These households will be subject to annual reviews.

 **NOTE:** If there is a household member age 16 or older, the household will be assigned a 12-month certification period and will be subject to semi-annual reporting.

2. A household composed entirely of SSI recipients will be assigned a 12-month certification period if one or more members have earned income from a sheltered workshop.
3. Households subject to both limited reporting ([SNAP 11340](#)) and semi-annual reporting ([SNAP 11342](#)) will be assigned a 12-month certification period.
4. Some households are subject to limited reporting ([SNAP 11340](#)) but not subject to semi-annual reporting).
 - Homeless households as defined in the Glossary will receive a 4-month certification period. (See both the definition of “[Homeless Household](#)” and “[Homeless Individual](#).”)
 - Migrant and seasonal farm worker households as defined in the Glossary. These households are certified for 4-months (See both the definition of “[Migrant](#)” and “[Seasonal Farm worker](#).”)
 - Striker households are certified for 4-months under the provisions in [SNAP 1700-1740](#)
 - Certain self-employed households will be certified for 4-months as explained in [SNAP 5662 - 5691](#).
 - All households containing an ABAWD subject to the RTW or who may become subject to the RTW will be assigned a *maximum* 4 month certification period.

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5B8700 Certification Period

43B8710 Assigning Certification Periods

The following examples are not all-inclusive and are not intended to cover all possible scenarios.

Example #1: Sally applies for SNAP on March 11, 2016. She has never received SNAP benefits. She is an ABAWD and meets no Work Registration or RTW exemption or the RTW. She is certified for four months for March, April, May and June 2016. March is not a countable month since partial/prorated months do not count toward the 3 in 36. Her countable months are as follows: M1=April, M2=May, M3=June.

Example #2: Joey applies for SNAP on April 22, 2016. He has never received SNAP benefits and he is an ABAWD and meets no Work Registration or RTW exemption. His application is approved on May 3, 2016. Joey will be approved for 4 months. April is retroactive month it will not count toward his 3 in 36. His countable months are as follows: M1=May, M2=June, M3=July.

Example #3: Tyrese applies for SNAP on March 11, 2016. He last received SNAP benefits in July 2015. Tyrese is an ABAWD but he is working at Target and he averages 80 hours monthly. Since he is working less than 30 hours, if his hours are reduced without good cause, he is likely to become subject to the RTW. His application is approved on March 23, 2016 and Tyrese will be certified for 4 months (March through June 2016) and he will not have any countable months against him since he is meeting the RTW.

5. Households certified under the expedited provisions will be assigned a one or two- month certification period when verification is postponed as described in [SNAP 9501](#). (When a household is certified under the expedited provisions but

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5B8700 Certification Period

43B8710 Assigning Certification Periods

verification does not have to be postponed, the household will be assigned a normal certification period. The length of the certification period will depend on the household's current situation.)

6. Households in alcoholism and/or drug addiction treatment centers will usually be assigned a one or two month certification period. (Households admitted to a treatment center or sentenced to a treatment center for a longer period may be given a three-month certification period. Certification periods assigned to households residing in a treatment center must not exceed three months.)

Households will be assigned a one or two month certification period when it appears likely that the household will become ineligible to receive SNAP benefits in the near future. This includes households that intend to leave the State in the near future. It also includes any household that contains an ABAWD member who is subject to the RTW and the member has received one or two countable months while not fulfilling the requirement to work.

The following examples are not all-inclusive and are not intended to cover all possible scenarios.

Example #1: Sam is an ABAWD and he has received his 3 countable months. He provided the DCO-261 with his SAR in June that indicates he may volunteer for Grace Church the required number of hours to meet the Informal Workfare obligation and be SNAP eligible. The form states that he may volunteer for 2 months and he may begin work on July 1. Sam may be certified for 2 months. He must re-verify volunteer hours at his recertification in September, meet another work requirement, or meet an exemption in order to be SNAP eligible. Otherwise, Sam will be ineligible and his application will be denied.

Example #2: Shelia is an ABAWD and she has already received her 3 countable months of SNAP benefits. She provided a DCO-261 that indicated that she may volunteer for a local non-profit agency for 6 months

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5B8700 Certification Period

44B8720 Prioritizing Assignment of Certification Period

beginning October 1, 2016. Shelia may be certified for a maximum of four months. Depending on her circumstances at recertification, she may be assigned a one, two or four month certification.

8720 Prioritizing Assignment of Certification Period

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The following households will be assigned a one or two month certification period:

- Households certified under the expedited provisions when verification is postponed
- Households expected to become ineligible in the first or second month of certification

Households residing in an alcoholism and/or drug addiction treatment center will be assigned a one, two, or three month certification period.

A four-month certification period as explained in [SNAP 8710](#) will be assigned to the following households:

- Homeless households
- Migrant and seasonal farm-worker households
- Households with strikers
- Households with self-employment income when the worker is awaiting verification of the last year's self-employment income
- Households containing an ABAWD subject to the RTW or who may become subject to the RTW

Households where all members are SSI recipients but at least one member has earned income will be assigned a 12-month certification period and are subject to semi-annual reporting (excluding SSI households mentioned in [SNAP 8710#2](#)).

A household composed entirely of individuals with disabilities and persons aged 60 or older and minor dependent children age 15 or younger will also be assigned a 36-month certification if no household member has earnings or a child support deduction.

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5B8700 Certification Period

45B8730 Adjusting Certification Periods

All other households will be assigned a 12-month certification period and will be subject to semi-annual reporting.

8730 Adjusting Certification Periods

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With one exception, a household's certification period may not be shortened once it has been assigned.

EXCEPTION: A 36-month certification may be shortened when the household is no longer eligible for a 36-month certification period.

A certification period may be lengthened to correct a case if the household was entitled to a 12-month or 36-month certification period but was assigned a shortened certification period. The new certification period may not exceed 36-months including the original certification period. (The corrected certification period must be keyed as an application using the **original date of application**.) This will insure that the annual review form is issued to the household at the correct time. The corrective action must be justified in the narrative.

If the county office must extend a certification period to correct a case, the household must be notified of the new certification period using a manually issued *Notice of Action* (DCO-1). In addition, a *Change Report* (DCO-234) will be issued to the household.

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6B8800 Forms and Notices Supplied at Certification

46B8810 Approval Notice

8800 Forms and Notices Supplied at Certification

SNAP Manual 02/01/99

Certain forms and notices are provided to all eligible households when an initial application is approved.

See [SNAP 8810](#) - [8830](#) for an explanation of these forms and notices.

8810 Approval Notice

SNAP Manual 02/01/99

Each eligible household must be provided with an approval notice at initial application and recertification. Approval notices will contain at least the following information:

- The monthly SNAP benefit amount
- For households issued retroactive benefits, an explanation that the first issuance includes benefits for more than one month
- For households issued aggregate allotments, an explanation that the first issuance includes SNAP benefits for the current month and a future month
- Variations in the SNAP benefit amount based on changes anticipated at certification
- The beginning and ending months of the certification period
- The household's right to an administrative hearing
- The telephone number, TDD number, or Arkansas Relay Service number of the county office

Automated notices are issued at application except in the following circumstances:

- Restored benefits are being authorized
- A household is being certified under the expedited provisions of [SNAP 9100](#) and verification is postponed;
- The household's certification period ends in the current month or the household is certified for retroactive benefits only;
- A member of the household has not verified his or her social security number;
- The automated notice does not provide the household with adequate information; or
- There is no automated notice to address the household's current situation.

In these situations, a notice will be prepared manually using the *Notice of Action* (DCO-1). All required information must be included.

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6B8800 Forms and Notices Supplied at Certification

47B8820 Change Report Form

8820 Change Report Form

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All households must be advised during the application interview of the household's responsibility to report required changes. The change reporting process is fully explained in [SNAP 11300-11350](#).

If a *Change Report Form* (DCO-234) and a business reply mail (BRM) envelope were not issued to the household during the application interview, a DCO-234 and business reply mail (BRM) envelope will be issued at application approval. A *Change Report Form* DCO-234 and a *CHANGE REPORT ADDENDUM: Reporting Requirements* will be provided to the household. If a DCO-234 was previously issued, but no ADDENDUM was issued, then an ADDENDUM must be issued at application approval. The form is available in different formats such as large print. The household will be instructed in the use of the form.

For applications received through Access Arkansas, a link to the Change Report and Addendum forms (DCO 234 and 234A) and Semi-Annual Reporting Pamphlet are provided to the applicant in his or her welcome message with the following text:

FOR SNAP APPLICANTS ONLY: *If approved for benefits, your caseworker will discuss reporting requirements with you. Please follow the link below to view or download your Change Report Form (DCO 234 (A)). You may also view or download your Semi Annual Reporting Publication (PUB 360) if applicable.*

<http://www.arkansas.gov/dhs/dco/NewDCO/Food%20stamp%20page.html>

8821 Semi-Annual Reporting

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Households subject to semi-annual reporting will be given a copy of the pamphlet entitled *Semi-Annual Reporting* (PUB-360) during the interview. The caseworker must explain the contents of the pamphlet to the household.

If semi-annual reporting is not explained to the household at the time of the interview, a pamphlet will be mailed to the household. The household will be instructed to contact the county office if additional information is needed.

SNAP CERTIFICATION MANUAL – SECTION 8000

6B8800 Forms and Notices Supplied at Certification

49B8830 Notice of SNAP Certification Expiration

8830 Notice of SNAP Certification Expiration

SNAP Manual 06/01/12

Each household certified for 12 months or less must receive an *Application for Recertification/Medicaid Review, Notice of Expiration—SNAP (DCO-268)* before the first day of the last month of the household's certification period. DCO-268s are generated around the third workday of the month for all households expiring the following month. The date by which the household must reapply to insure uninterrupted receipt of benefits and the date for the household's interview appear on the DCO-268. A DCO-268 will be manually issued at the time an initial application is approved if the household is being assigned a one or two month certification period. A DCO-268 will also be issued manually if the household is being certified for three or more months but one or more months of the certification period is retroactive and DCO-268s have already been generated for the month in which the certification period expires.

See [SNAP 10210](#) for information on completing the DCO-268.

For households certified for more than 12 months, a SNAP/MSP Annual Review (DCO-811) must be received before the first day of the last month of the household's certification period. DCO-811s are generated on the 11th of the month for all households expiring the following month. The date the annual review is due to be returned for recertification will appear on the DCO-811. The SNAP/MSP Annual Review (DCO-811) will be used for recertifications as well as 12-month reviews for households that have been certified for more than 12 months.



NOTE: The DCO-811 is not to be used as an initial application as it does not capture sufficient information to serve as an initial application.

See SNAP 11000 for instructions on completing the DCO-811.

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7B8900 Special Procedures at Initial Application

50B8920 Processing Joint SSI/ SNAP Applications

8900 Special Procedures at Initial Application

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8920 Processing Joint SSI/ SNAP Applications

SNAP households composed only of Supplemental Security Income (SSI) applicants and/or recipients may apply for SNAP benefits at Social Security Administration (SSA) offices. SSA will accept the application for SNAP, obtain verification, and forward the application with an approved transmittal and any other appropriate documents to the county office.

The county office will determine eligibility and will determine the SNAP benefit amount, if the household is eligible. The county office will send the household an approval or denial notice. If the household is found to be eligible, the notification will specify the SNAP benefit amount and the certification period.

8930 Social Security Administration (SSA) Responsibilities

SNAP Manual 06/01/12

1. Advising SSI Households of Joint SSI/ SNAP Processing
When a member of a household composed entirely of SSI recipients transacts business at a Social Security Office, the individual will be advised that he or she has a right to apply for SNAP benefits at the local Social Security Office, through Access Arkansas, or at the DHS County Office.
2. Accepting SNAP Applications
If the household chooses to submit an application for SNAP benefits at the Social Security Office, SSA is required to accept the application.
3. Forwarding SNAP Applications
Applications for SNAP benefits accepted by SSA must be forwarded to the appropriate DHS County Office within one working day along with the transmittal and verification supplied by the household.
4. Referring Other Households to the Appropriate DHS County Office
If not all members are SSI recipients, the SSA office will offer the household a SNAP application form and will refer the household to the appropriate DHS office and Access Arkansas.
5. Providing Other Information
An informational pamphlet will be provided to households who have applied for SNAP benefits through SSA. The pamphlet will inform the household of the address and

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7B8900 Special Procedures at Initial Application

52B8940 DHS Responsibilities

telephone number of the appropriate DHS County Office and the remaining actions to be taken in the application process.

6. Screening Applications for Expedited Services

The Social Security office will screen all applications for SNAP benefits to determine if the household is entitled to expedited services. If the household is entitled to expedited services, SSA will so indicate on page 1 of the SNAP application form. The SSA worker will advise the household that the time required to complete its application may be reduced if the household delivers the application to the local DHS County Office.

7. Completing Telephone Interviews if Necessary

If SSA takes an SSI application by phone, a SNAP application form will be completed at the same time, mailed to the household for signature, and returned to the SSA office. The application will then be forwarded to the DHS County office.

When an SSI recipient's eligibility for SSI is redetermined by mail, SSA will enclose a notice with the SSI application. The notice will advise the SSI household of the right to file an application for SNAP benefits at the Social Security Office. The notice will also advise the household that out-of-office interviews are available if the household cannot go to the office or appoint an authorized representative.

8. Completing Verification

Social Security must request the following verification:

- Gross income
- Alien status
- Utility expenses if the expenses are higher than the utility standard
- Information relating to dependent care, household composition, or non-liquid resources if information about these items is inaccurate, incomplete, inconsistent, or outdated.

If the applicant has verification of these items at the time of the interview, SSA will provide copies of the verification to the local DHS County office. (SSA may also indicate on the transmittal that verification is being retained in the SSA files.) If the applying household does not have the required verification at the time of the SSA interview, the SSA representative must advise the household of the verification needed. The local DHS County office must contact the household to obtain this verification.

8940 DHS Responsibilities

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1. Register Applications for SNAP Benefits Forwarded by the Social Security Office

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7B8900 Special Procedures at Initial Application

52B8940 DHS Responsibilities

For households not entitled to expedited services, the date of application will be the date the application was received by SSA. For expedited applications, the date of application will be the date the application was received in the DHS county office.

2. Process Applications for SNAP Benefits Forwarded by the Social Security Office
See [SNAP 8500-8530](#) for an explanation of the processing periods for initial applications. See [SNAP 9400-9600](#) for an explanation of the processing periods and special procedures for expedited applications.
3. Obtain All Needed Verification
Social Security will attempt to obtain needed verification; however, DHS must obtain any verification not provided by SSA. All further contact with the household to obtain needed verification will be made by telephone, letter or scheduled home visit. Another interview will not be scheduled to complete the verification requirements.
4. Work Register Household Members as Necessary
Work registration requirements will be waived on all household members applying for SSI until the member is determined eligible for SSI and becomes exempt on that basis; or the member is determined ineligible for SSI. When a member is determined ineligible, the normal work registration requirements will apply.

See [SNAP 3000](#) for the work registration requirements. If a household member is denied for SSI but continues to claim that he or she is not able to work, a statement will be requested from a health care professional unless the disability is obvious. (When the disability is obvious, the nature of the disability and the anticipated length of the disability must be documented in the case record.) The statement must support the member's contention that he or she is unable to work due to a physical or mental impairment and must state if, or when, it is anticipated that he or she may be able to return to work.

5. Assign the Proper Period of Certification
See [SNAP 8710-8720](#) for information about the proper period of certification.



NOTE: Certification periods will be shortened if a household member's application for SSI is denied and the household's eligibility or SNAP benefit amount may be affected. See [SNAP 11320](#) for instructions on shortening periods of certification.

6. Develop Proper Controls
Each county office must determine if any member of a household applying through SSA is already participating in the Supplemental Nutrition Assistance Program.

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7B8900 Special Procedures at Initial Application

53B8945 The Prerelease Program

8945 The Prerelease Program

SNAP Manual 02/01/99

Any resident of a public institution who applies for SSI prior to their release from the institution under the Social Security Administration's (SSA) Prerelease Program may apply for SNAP benefits at the same time.

SSA will accept applications from participants in the Prerelease Program who apply for SSI and wish to make an application for SNAP benefits at the same time. Applications for SNAP benefits will be accepted only if the individual will not be residing in a boarding house or another institution.

The SSA Representative will complete a SNAP application form. The prerelease applicant must sign the application. The word "PRERELEASE" will be written, in red, across the top of the first page of the application. The application and an SSA Transmittal (SSA-4233) will be mailed to the DHS Office in the county in which the applicant expects to live after his or her release from the institution.

SSA will advise the county via SSA-4233 when the applicant's SSI application is either approved or denied. SSA will also provide the following information to the appropriate county:

- The date of release as provided by the institution to SSA
- Any delays in the date of release and the reason for the delay as provided by the institution to SSA
- Any changes in the applicant's address-e.g., applicant moves to an address other than the one reported on the original application

8946 Processing Applications From Prerelease Participants

SNAP Manual 02/01/99

When an application for SNAP benefits labeled "PRERELEASE" and accompanied by an SSA-4423 is received in the county office, the application will be held in an accessible location until SSA notifies the county of the applicant's date of release. After the county receives a SSA-4233 giving the applicant's date of release, the application will be screened as instructed in [SNAP 9300](#) to determine if the household is entitled to expedited services. The application will be registered as instructed in [SNAP 8170](#). The date of application will be the date the applicant was released from the institution.

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7B8900 Special Procedures at Initial Application

55B8950 Q.A. Reviews on Applications Taken by SSA

The application will be processed under the normal processing standards specified in [SNAP 8500](#) unless the household is entitled to expedited service. Expedited prerelease applications from eligible households must be processed and keyed no later than the first working day following the day the county received notice from SSA of the applicant's release from the institution.



NOTE: When determining a prerelease applicant's eligibility to expedited service, the worker must check to see if the applicant is now receiving SSI benefits.

The county will not conduct another interview with the prerelease applicant. However, the applicant will be expected to provide verification of any information not verified through SSA. (See [SNAP 9441](#) for the verification standards for expedited applications. If verification of identify is needed for expedited prerelease applicants, SSA may be able to provide this verification by telephone or by fax.) See the Glossary definition of "[Verification](#)" for the verification standards for other applications.

Prerelease applicants will not be work registered unless the applicant's SSI claim has been denied because the applicant was not found to be disabled. However, any other household members will be work registered unless they meet one of the exemptions in [SNAP 3210-3290](#).

When a prerelease application is submitted for an applicant who will be moving into a household that is already participating in the Supplemental Nutrition Assistance Program, this household will be contacted. The caseworker will establish the applicant's status as a separate household using [SNAP 1630-1632.1](#). If the applicant establishes a separate household, the application will be processed. Any applicant who does not establish a separate household will be added to the household under the provisions in [SNAP 11430-11436](#). The change will be considered reported when the SSA-4233 stating the applicant's date of release is received by the county. The application will be denied if registration has occurred. Documentation of all circumstances surrounding this action must appear in the case file.

8950 Q.A. Reviews on Applications Taken by SSA

SNAP Manual 02/01/99

Errors made by SSA during the application process will not be considered Quality Assurance errors. However, any under issuances of SNAP benefits resulting from an error by SSA will be corrected through restoration. See the restoration procedures in [SNAP 13300](#).

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7B8900 Special Procedures at Initial Application

56B8960 Potentially Categorically Eligible Households

8960 Potentially Categorically Eligible Households

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See [SNAP 1920](#) for a definition of a categorically eligible household.

Households in which all members have made application for SSI or in which at least one member has applied for TEA cash assistance are considered to be potentially categorically eligible.

Potentially categorically eligible households entitled to expedited services as specified in [SNAP 9200](#) will be processed as instructed in the [9000](#) section of this manual.

8961 Eligible Households

SNAP Manual 02/01/99

If a household that is potentially categorically eligible is also eligible based on all normal requirements, no special provisions will apply. When the application is approved, the approval notice will specify that the household must report to the county if the SSI and/or TEA case assistance application is approved.

8962 Ineligible Households

SNAP Manual 12/01/00

If a potentially categorically eligible household is ineligible based on residency, the SSN requirements, resources, or income (gross or net), the application must be denied at the time ineligibility is determined. If the application is properly coded as a potentially categorically eligible household, the denial notice automatically generated to the household will state that the household may be categorically eligible if the SSI or TEA application is approved.

If the pending application for SSI and/or TEA benefits is approved and the household becomes categorically eligible, the original SNAP application will be reinstated. SNAP benefits will be provided from the date of the original application or the date on which the TEA or SSI application was approved for payment of benefits, whichever is later. The SSI and/or TEA benefit will be added to the household's budget for the month in which the benefits were approved.



NOTE: When the SNAP portion of a joint SNAP and TEA application is denied and then the TEA application is later approved, the caseworker will be responsible for reinstating

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7B8900 Special Procedures at Initial Application

59B8970 Joint SNAP and TEA Applications

the SNAP application and determining the amount of benefits the categorically eligible household will receive. See [SNAP 8641](#).

If the household has not yet received the SSI and/or TEA benefits, the benefits will be added to the budget in the month of anticipated receipt. If there were changes in the household's circumstances after the SNAP application was denied, these changes will be taken into account when SNAP benefit amount is calculated.

8970 Joint SNAP and TEA Applications

SNAP Manual 06/01/12

No household will be required to apply for TEA or Medicaid benefits in order to apply for SNAP benefits. TEA or Medicaid applicants that do not wish to receive SNAP benefits will not be required to apply for SNAP benefits.

The verification guidelines specified in the Glossary, definition of "[Verification](#)" will apply to SNAP applications. (See [SNAP 9441](#)) Information verified for the TEA application that is relevant to SNAP eligibility will be used in processing the SNAP application, and the household will not be asked to re-verify this information under Supplemental Nutrition Assistance Program rules.

If a household has met all Supplemental Nutrition Assistance Program requirements but information is still needed to process the TEA application, the SNAP application will be approved immediately. See [SNAP 8500](#) for an explanation of the normal processing standards for SNAP applications. If a household is entitled to receive SNAP benefits under the expedited processing guidelines, the SNAP application will be processed under these guidelines. See [SNAP 9100](#) for additional information.

No household will have its application for SNAP benefits denied solely because an application for TEA and/or Medicaid is denied. There must be a separate determination that the household failed to satisfy a SNAP eligibility rule. No household will be required to file a new application for SNAP benefits solely because a TEA or Medicaid application is denied.

If a DHS county office is working to divert a household from the receipt of TEA cash assistance, the caseworker must make clear to the household that requirements of applying for cash assistance do not apply to the receipt of SNAP benefits. If a SNAP application has been submitted, the household will be encouraged to carry through with this application. The worker must also advise the applicant that households may continue to receive SNAP benefits even if the TEA cash assistance case is closed because the case head began working or because the household has reached its time limits.

SNAP CERTIFICATION MANUAL – SECTION 8000

7B8900 Special Procedures at Initial Application

60B8971 Scheduling Joint SNAP and TEA Interviews

When the SNAP part of a joint application is denied under Supplemental Nutrition Assistance Program rules and the TEA application is subsequently approved, the household becomes categorically eligible. In that case, the household's SNAP application may be reinstated. See [SNAP 8962](#) for instructions.

8971 Scheduling Joint SNAP and TEA Interviews

SNAP Manual 06/01/12

When a household makes a joint application or submits two applications at the same time, one for SNAP benefits, and one for TEA cash assistance, the agency will conduct a joint interview. If a joint interview is not conducted, the household should not be required to return on another day or at another time to be interviewed for SNAP benefits. Unless the household requests the delay in interview, the SNAP interview is not to be held on a day later than the TEA interview.

8972 Processing Joint SNAP and TEA Applications

SNAP Manual 12/01/00

Once the interview (or interviews) has been conducted, the county may opt to have one worker determine eligibility for all programs or to have different workers determine eligibility for each program. If different workers are used to determine eligibility for different Programs, the county office must develop a plan to insure that workers work as a team so that the household is not asked to provide duplicate verification.

8980 Processing Applications When Child Abuse Has Occurred

SNAP Manual 02/01/99

When a report of child abuse is substantiated, the Division of Children and Family Services (DCFS) must take immediate action to protect the child. When sexual abuse or life-threatening physical abuse is involved, the perpetrator of the abuse may be removed from the home creating a serious hardship for the family.

To ease this hardship, special consideration will be given to households in which:

- There is a substantiated report of serious abuse (physical or sexual); and
- The perpetrator is the primary wage earner - (no formal determination of primary wage earner status is necessary); and
- The perpetrator is out of the home by court order, incarceration, or voluntarily.

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7B8900 Special Procedures at Initial Application

62B8980 Processing Applications When Child Abuse Has Occurred

DCFS or other authorities may identify such households. The county office may also identify such households during the application process.

If such households are entitled to expedite processing as specified in [SNAP 9200](#), the application will be handled in accordance with the expedited processing standards contained in SNAP 9400 - [9446](#). If such households are not entitled to expedite processing, the county office will schedule the household's interview in accordance with the expedited procedures; however, the household will be subject to all normal verification requirements. (These requirements are summarized in a table in the Glossary under the definition of "[Verification](#).”)

Due to the household's special circumstances, the worker will assist the household, whenever possible, in obtaining any information and/or verification required to complete the application.

SNAP CERTIFICATION MANUAL – SECTION 9000

9100 Expedited Case Actions – Summary

9100 Expedited Case Actions – Summary

SNAP Manual 10/01/97

Certain eligible households are entitled to receive Supplemental Nutrition Assistance Program benefits within seven calendar days of application. Households entitled to expedited service are identified through a screening process.

The following section of policy identifies the households entitled to expedited service and describes the procedures under which applications from these households are processed.

9200 Households Entitled to Expedited Service

SNAP Manual 06/01/05

Expedited application processing will be provided to:

1. All households with \$100 or less in countable liquid resources (i.e., cash on hand, checking or savings accounts, savings certificates, and lump sum payments) and less than \$150 in gross monthly income; or
2. Eligible households whose total combined gross monthly income and liquid resources are less than the amount incurred by the household for its utilities and rent or mortgage payment; or
3. Destitute households with \$100 or less in countable liquid resources (i.e., cash on hand, checking or savings accounts, savings certificates, and lump sum payments). Only households that contain migrant or seasonal farm-worker members in the job stream may be considered to be destitute. See [SNAP 9600](#) for a full explanation.

The expedited service requirement applies to the first month of the certification period.

EXAMPLE 1: A household applies for SNAP benefits on June 25. The household reports that the only household member who works has been fired from his job. He will receive three pay checks in June. His gross income for June is \$1,500. The household's total shelter costs are \$750. They expect no earned income or UI benefits in July. This household is not entitled to expedited service because they have too much income during the month of application. Even though the household has very little income in the following month, the household must be certified under normal procedures specified in [SNAP 8500](#).

SNAP CERTIFICATION MANUAL – SECTION 9000

9200 Households Entitled to Expedited Service

EXAMPLE 2: At the interview, the worker determines that a household is not eligible for the month of application but is eligible for expedited service for the following month. The household must receive their first issuance of SNAP benefits within seven calendar days of the date of application or on the first day of the first month of eligibility, whichever is later. In order to avoid an overdue application, the worker may deny the register number for the month of application and reregister the same application for the next month.

Sometimes a household disqualified for failure to cooperate with a quality assurance (QA) reviewer will reapply and be entitled to expedited service. Any such household reapplying within 95 days of the end of the QA annual review period must cooperate with the QA reviewer prior to certification.

Any such household reapplying more than 95 days after the end of the annual QA review period has to provide verification of all eligibility requirements before certification. However, if the household is entitled to expedited service, only identity must be verified before the first month's benefits are issued. Before the second month's benefits are issued, the household must provide verification of all eligibility requirements.

There is no limit to the number of times a household may be certified under the expedited service provisions. However, prior to each subsequent expedited certification, the household must either complete the verification requirements that were postponed or be certified under normal processing standards. See [SNAP 9441.1](#) for additional information.

SNAP CERTIFICATION MANUAL – SECTION 9000

9300 Screening Applications

9300 Screening Applications

SNAP Manual 06/01/05

Each SNAP application received in the county office must be screened to determine if the household is entitled to expedited service if the household is not currently participating in the Supplemental Nutrition Assistance Program. This includes:

- Initial applications; and
- Applications for recertification received after the end of the household's certification period but within 30 days of the last day of the household's last month of certification.

Screening is accomplished by reviewing the application form to determine if the household meets the criteria in [SNAP 9200](#).

A currently certified household that submits an expedited application before the household's recertification is due may be attempting to report a change. If the applicant is still in the office, a county worker will interview the applicant to determine why an application was submitted. A Telephone Report (DCO-271) will be completed if necessary.

If the applicant has left the office, a worker will review the application in an attempt to determine if the household is trying to report a change. If the worker can tell that a change has occurred and can determine the extent of the change, the application will be handled as a reported change (see [SNAP 11100-11500](#)). If not, a request for contact will be issued to the household (see [SNAP 12400](#) for instructions).



NOTE: Prior to certification, the county office worker must determine if the household's last application was certified under the expedited provisions with verification postponed. The household must either complete the verification requirements that were postponed or be certified under normal processing standards. See [SNAP 9441.1](#) for additional information.

Expedited Screening Guide Used With Request for Assistance (DCO-215)

- I. Is the household's total reported income less than \$150? YES NO
(This is question 1 on the RFA.)
- II. Are the household's total reported resources \$100 or less? YES NO
(This is question 2 on the RFA.)
If YES to both I and II above, the household is entitled to expedited service.
If NO, to either number I or II above, go to number III below.
- III. Add together: RFA question 1 (total income) _____

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9300 Screening Applications

9321 Applications Submitted in Person

- + RFA question 2 (total liquid resources) _____
Enter the result here \$ _____
Enter shelter cost from RFA question 3 \$ _____
Is the amount entered as shelter costs **more than** the household's total income and resources? YES NO
If YES, the household is entitled to expedited service.
If NO, go to number IV below.
- IV. If YES to RFA question 4 (migrant or seasonal farmworker), go to number V below.
If NO to question 4, the household is **not entitled** to expedited service. STOP HERE.
- V. If "YES" to RFA question A **and** "NO" to RFA question "B", the household is entitled to expedited service.
If "YES" to RFA question A and "YES" to RFA question B, go to number VI below.
- VI. If "YES" to RFA question A and "YES" to RFA question B, is total income (RFA question 1) \$25.00 or less? YES NO
If YES, the household the household is entitled to expedited service.
If NO, the household is not entitled to expedited service.

9321 Applications Submitted in Person

SNAP Manual 07/01/03

An individual requesting a SNAP application may verbally indicate that the household is in desperate need. These households will be encouraged to file an application immediately. (Upon request, the application form will be provided in an alternative format such as large print, etc.)

Assistance in completing the application form will be provided if requested.

When the application is submitted, a county office worker will immediately screen the application. If the household appears to be entitled to expedited service, the household's application will be processed in accordance with the office's expedited procedures. If the household does not appear to be entitled to expedited service, this will be noted in the "Screening Section" at the top of page 2 on the *Request for Assistance* (DCO-215.) The application will be processed in accordance with the office's regular procedures.

The county should be sensitive to situations where the household may be in desperate need and yet not meet the expedited service criteria. For example, a household may move from one county to another resulting in a break in participation. Applications from participating households who reapply as a result of a move to or from another county will be processed, to

SNAP CERTIFICATION MANUAL – SECTION 9000

9300 Screening Applications

9322 Applications Received by Mail

the extent possible, so the household receives its benefits at the normal time. Verification will not be postponed.

When an applicant disagrees with a worker's decision not to expedite an application, a supervisor must review the application. The applicant may be interviewed to obtain additional information or to clarify inconsistent information. Based upon the application and/or additional information obtained, the supervisor will make a decision about the household's eligibility for expedited service.

9322 Applications Received by Mail

SNAP Manual 10/01/97

Applications received by mail will be screened to see if the applicant has declared an immediate need for SNAP benefits. If, based upon the information on the application, the household is entitled to expedited services, the application will be processed under the local office's expedited service procedures. Lack of a telephone number on the application must not delay delivery of expedited service beyond mandated time frames.



NOTE: Applications received from the Social Security Administration (SSA) through the joint processing provisions ([SNAP 8920](#)) must also be screened. Expedited applications received from SSA must be processed by the same guidelines.

9323 Household Moved From Another State

SNAP Manual 07/01/03

When an expedited applicant has just moved to Arkansas, the worker must ask if the household is receiving SNAP in another state. If yes, the household will not be eligible to participate for the month of application. (The worker must notify the other state that the household has applied in Arkansas.)

If the household is eligible for the following month, the worker will use the same application to certify the household for the second month. If the household is entitled to expedited service in the second month, the application must be processed within seven calendar days of the date of application or the first working day of the following month, whichever is later.

An expedited applicant who has moved to Arkansas from another state will be asked to sign a statement that the household is not currently authorized to receive benefits in that state. Once the statement has been signed, the worker will contact the state where the applicant is certified

SNAP CERTIFICATION MANUAL – SECTION 9000

9300 Screening Applications

9324 Agency Conference

to determine if benefits were authorized for the current month. If benefits were authorized, the worker will determine if the applicant may access those benefits in Arkansas with the EBT card issued by the other state. If the household's benefits for the current month have been authorized and the household can access those benefits in Arkansas with the EBT card issued by the other state, the household will not be certified in Arkansas for the current month.

9324 Agency Conference

SNAP Manual 10/01/97

Households disputing a county decision not to expedite a SNAP application will be offered an agency conference within two working days. The household may request the conference be scheduled at a later date. Households may orally decline an agency conference.

The household will be advised that the agency conference is optional and will in no way delay or replace an administrative hearing. Even though the agency conference may lead to an informal resolution of the dispute, any requested hearing must be held unless the household makes a written withdrawal of its request.

Agency conferences must be attended by a supervisor and by the household and/or its representative. The worker responsible for the decision to deny expedited service may attend the conference.

9325 Tracking Expedited Applications

SNAP Manual 07/01/03

An expedited application is one where the approval or denial is an initial application or an application for recertification received after the end of the household's certification period but within 30 days of the last day of the household's last month of certification. Dispositions of expedited applications are reported on the FS-3095, Expedited Service Disposals. The expedited indicators are code "Y" or code "L." Code "Y" indicates the application was screened and identified as an expedited application when it was registered. Code "L" indicates the application was identified as an expedited application sometime later in the application process (see [SNAP 9410](#)). The date that the household was found to be entitled to expedited service is the late determination date (LDDATE). The processing time frame for late determinations is seven days from the date the application was identified as an expedited application.

SNAP CERTIFICATION MANUAL – SECTION 9000

9400 Processing Standards

9410 Changes in Expedited Status

9400 Processing Standards

SNAP Manual 07/01/03

SNAP benefits must be received by expedited households by the seventh calendar day from the date of application or the late determination date. The seven-day period begins the day after the application is received in the county office and is continuous. No provisions are made for weekends or holidays. For example, if an expedited application is received on Tuesday, November 10; the seven-calendar day period begins on Wednesday, November 11 (a holiday), and ends on Sunday, November 15.

9410 Changes in Expedited Status

SNAP Manual 07/01/03

If screening fails to identify a household entitled to expedited service and the county later discovers the error, expedited service must be provided within seven calendar days of the date of discovery. If a household becomes entitled to expedited service as the result of a change which occurred after application but before the interview, the expedited service must be provided within seven calendar days of the date of discovery. See [SNAP 9325](#) for additional information.) If a household loses its entitlement to expedited service between the date of application and the date of interview, the county worker will process the application under the guidelines in [SNAP 8500](#). The application must be reclassified as a non-expedited application in order for the system to begin tracking the application as a regular application. (See [SNAP 9420](#) for instructions on handling applications where the household misses an expedited interview.)

9420 Scheduling Interviews

SNAP Manual 07/01/03

Application interviews with expedited households must be scheduled to comply with the processing standards specified above. In no instance will the interview be waived in order to process the application within the specified timeframes.

If an expedited applicant misses an interview and requests another, the second interview must be scheduled on the same day if possible. If the applicant declines the rescheduled interview and requests that one be scheduled at a later date, this must be documented in the case record. When an expedited application is received via the mail, the same processing standards apply. The household will be notified of the appointment for an interview via telephone if possible. If this is impossible, no more than one day will be allowed for mailing the household a notification of the appointment. The reason for the delay must be fully documented in the case record.

SNAP CERTIFICATION MANUAL – SECTION 9000

9400 Processing Standards

9430 Out-of-Office Interviews

An expedited household that misses the first scheduled interview still retains the right to expedited service. The application must be held the full 30-day period specified in [SNAP 8500](#). Should the household request a second (or third) interview during this 30-day period, the request will be honored. Expedited households that decline an appointment on the date of application or the following day and request an appointment on a later day, retain the right to expedited service.

To prevent the application from appearing as overdue on the report of expedited cases when the appointment has been rescheduled, the expedited indicator will be changed from a code “Y” to a code “L”. The “LDDATE” will be the date of the second interview.

Case records will be documented regarding the scheduling of the interviews. Documentation will include copies of all forms used to schedule interviews and a narrative fully explaining the scheduling or rescheduling of the interview.

9430 Out-of-Office Interviews

SNAP Manual 10/01/97

When an expedited household is entitled to an out-of-office interview as specified in [SNAP 8250](#), the interview must be conducted. The application must be processed in accordance with the standards in [SNAP 9400](#).

If an application has not been submitted when the telephone interview is conducted, the application must be completed during the course of the interview. The completed application will be mailed that same day to the household for signature. Day one of the processing standards will be the date the signed application is received in the county office.

If an application has not been submitted and a home visit is made, the application will be completed during the home visit. The worker who completed the interview will return the application to the county office the same day. Processing standards will begin on the day the home visit is conducted.

SNAP CERTIFICATION MANUAL – SECTION 9000

9400 Processing Standards

9440 Processing Expedited Applications

9440 Processing Expedited Applications

SNAP Manual 10/01/97

SNAP sections 9440-9446 contain instructions for processing expedited applications.

9441 Verification

SNAP Manual 10/01/97

Expedited households must provide verification of the identity of the case head. In addition, the worker must make every reasonable effort to verify the household's residency, income (or lack of income), liquid resources, actual utility costs (if used) and medical expenses during the interview. Any such verification that cannot be obtained during the interview will be postponed. The application will not be delayed to verify these factors. See [SNAP 9441.1](#) for additional information.

The following documentary evidence may be readily available to verify identity; however, other documentary evidence may be used if it clearly verifies the identity of the bearer.

1. A driver's license
2. Work or school I.D.
3. I.D. for health benefits or other assistance program
4. Voter registration card
5. Birth certificate
6. Wage stubs
7. Documentary evidence in the case file from previous certifications

Households unable to supply documentary evidence to verify identity may supply a collateral contact. See the Glossary definition of [Verification](#) for additional information. Once a collateral contact has been supplied or assistance has been requested, the worker must take immediate action to verify identity through the collateral contact.

The following documentary evidence may be readily available to verify income.

1. Pay check stubs
2. Pay envelopes
3. Award letters
4. Online screens (e.g. - WESD)

It may also be possible to contact an employer or agency by telephone to verify income immediately.

SNAP CERTIFICATION MANUAL – SECTION 9000

9400 Processing Standards

9441 Verification

The following documentary evidence may be readily available to verify residency.

1. Rent receipts
2. Mortgage payment books
3. Utility receipts
4. Driver's license containing the applicant's current address

9441.1 Postponed Verification

SNAP Manual 10/01/97

Verification of the following items may be postponed for households entitled to expedited service.

1. Residency
2. Income (including the lack of income)
3. Liquid resources
4. Actual utilities
5. Medical costs
6. Alien status

There is no limit to the number of times a household may be certified under the expedited service provisions. However, prior to each subsequent expedited certification, the household must either complete the verification requirements that were postponed or be certified under normal processing standards.

EXAMPLE 1: A household was certified in August for one month with verification of income postponed. The income verification is supplied when the household reapplies in September. The household is certified for September and October and then does not reapply until the following February. The household is entitled to expedited service in February.

EXAMPLE 2: A household was certified in August for one month with verification of income postponed. No income verification is supplied. The household does not reapply until December. At that time, the household is subject to the full verification requirements.

In some instances, when the application period covers more than one month, restored benefits may be provided to households when postponed verification is supplied.

SNAP CERTIFICATION MANUAL – SECTION 9000

9400 Processing Standards

9442 The SSN Requirement

EXAMPLE 3: A household applies for SNAP on December 20th. The application shows a member of the household is working so the household is not entitled to expedited service. An appointment is given for January 6. During the interview, the household reports the member lost his job.

The household is now entitled to expedited service. The household is certified for January and verification of December income is requested. When the income verification is provided, the household is provided restored benefits for December.

Compliance with the social security number (SSN) requirement and the work registration requirement may also be postponed (see [SNAP 9442](#) and [SNAP 9443](#)).

Households certified under the expedited service provisions with verification postponed will be issued a *Request for information* (DCO-191) specifying what the household must verify before its next certification.

9442 The SSN Requirement

SNAP Manual 07/01/03

Households certified under the expedited service provisions do not have to declare or apply for a social security number for all members who wish to be included as a household member prior to certification. However, the household must declare or apply for a social security number for all members who wish to be included as a household member prior to being certified for a second month. See [SNAP 2200](#) for a full explanation of the SSN requirement.

9443 Work Registration

SNAP Manual 07/01/03

All non-exempt household members are automatically work registered when the application form is signed. In counties where the SNAP Employment and Training (E&T) Program is operated, household members subject to the Supplemental Nutrition Assistance Program requirement to work (RTW) must be referred to the E&T Program via the *Referral Form and Participation Record* (DCO-205).

Household members who claim a work registration exemption due to disability must provide verification of the exemption unless the disability is obvious (see [SNAP 3230](#)). The processing of an expedited application will not be postponed to obtain such verification. If the member who claims the disability is subject to the RTW and lives in a county where the E&T Program is

SNAP CERTIFICATION MANUAL – SECTION 9000

9400 Processing Standards

9444 Alien Status

operational, he or she will not be referred to the E&T Program. However, he or she will be referred at the next certification if verification of disability is not provided.

For households with a member who must meet the requirement to work (RTW), the imposing of a RTW penalty or the granting of a personal exemption will not be delayed. However, the process of verifying RTW compliance may be delayed. See [SNAP 3600](#) for additional information.

9444 Alien Status

SNAP Manual 07/01/03

Expedited service only provides for postponing verification. If an individual will not declare basic information about citizenship and/or alien status, there is no basis on which to allow the individual to participate in the Supplemental Nutrition Assistance Program. He or she will be classified as an ineligible alien when the application is processed. See [SNAP 1621.6](#).

If an alien states he or she meets one of the conditions under which non-citizens may participate in the Supplemental Nutrition Assistance Program (see [SNAP 1621.8](#)) and wishes to be included in the SNAP household, the worker will ask the household to supply documentation of his or her alien status. If the household cannot supply this documentation within the expedited processing time frames, verification will be postponed. The alien will be allowed to participate; however, the required documentation must be provided at the time of the next application if the alien is to continue participating in the Supplemental Nutrition Assistance Program.

9445 Resources

SNAP Manual 02/01/18

Countable liquid resources include cash on hand, checking and savings accounts, stocks and bonds, and lump sum payments.

Applications from expedited households with non-liquid resources which exceed the resource limit will be denied. The resource limits are:

- \$3,500 for households, including one person households, with an individual living with a disability and/or persons aged 60 or older as defined in the Glossary definition of individual living with a disability and/or persons aged 60 or older household ;
- \$2,250 for all other households.

SNAP CERTIFICATION MANUAL – SECTION 9000

9400 Processing Standards

9445 Resources

The following chart may be used to determine if the household’s declared non-liquid resources exceed the applicable limits. See [SNAP 7431](#) for instructions on denying an application when the household resources exceed the limits.

Name of Resource	How Handled	Policy Reference
Boats	Evaluate to determine how much, if any, resource value will be counted in the SNAP budget.	SNAP 4800
Burial Lots	Exclude one per household member. Count equity value of excess lots.	SNAP 4700
Earmarked Funds	Exclude as resource if household is subject to legal sanction if funds are not used as intended.	SNAP 4460
Excess Real Property	County equity value.	SNAP 4712
Home and Lot	Exclude as resource.	SNAP 4410
Household Goods	Exclude as resource.	SNAP 4420
Income Producing Property	Exclude as resource.	SNAP 4440
Indian Lands	Exclude as resource.	SNAP 4450
Keogh Plans	Exclude as a resource.	SNAP 4421
IRAs	Exclude as a resource.	SNAP 4421
Jewelry	Exclude as resource.	SNAP 4420
Life Insurance Policies	Exclude as resource.	SNAP 4420
Livestock	Exclude as either income producing property or as a personal effect.	SNAP 4420/4440
Property for Sale	Consider inaccessible. Exclude as resource.	SNAP 4530
Property in Probate	Consider inaccessible. Exclude as resource.	SNAP 4520
Recreational Vehicles (three wheelers, motorcycles, go-carts, motor homes, campers, etc.)	Evaluate to determine how much, if any, resource value will be counted in the SNAP budget.	SNAP 4800
Security Deposits	Exclude as resource.	SNAP 4550
Tools	Exclude as income producing property or personal property.	SNAP 4420
Trust Funds	Exclude as a resource if inaccessible as defined in policy reference. If accessible, count full value of fund.	SNAP 4510

SNAP CERTIFICATION MANUAL – SECTION 9000

9400 Processing Standards

9446 Income

Name of Resource	How Handled	Policy Reference
Vacation Homes (include timeshare condominiums, RV parks, etc.)	Count equity value unless the property annually produces income consistent with its fair market value.	SNAP 4440
Vehicles	Evaluate to determine how much, if any, resource value will be counted in the SNAP budget.	SNAP 4800

9446 Income

SNAP Manual 10/01/12

Other than [destitute households](#), income for expedited households will be budgeted prospectively. See [SNAP 7100](#) for instructions on prospective budgeting. See [SNAP 6622](#) for special provisions on selecting the utility standard when the household is entitled to expedited service. See [SNAP 9600-9630](#) for instructions about the budgeting procedures for destitute households

This reference list is provided to assist the worker in locating the section of policy which describes the process for determining countable income.

Process	Reference
Income	
Income	SNAP 7100 - 7730 SNAP 7512
Income From Odd Jobs	SNAP 5512.1
Installment Contracts	SNAP 5710
Rental Income	SNAP 5715
Self-Employment	SNAP 5640
Special Processes	
Institutions	SNAP 1821
Battered Women	SNAP 1841 - 1841.1
Boarders	SNAP 5621 - 5623
Strikers	SNAP 1730
Foster Children	SNAP 5708
Disqualified Individuals	
IPV	SNAP 1623.2

SNAP CERTIFICATION MANUAL – SECTION 9000

9400 Processing Standards

9446 Income

Process	Reference
SSN Requirement	SNAP 1623.1
Workfare Sanction	SNAP 1623.2
Ineligible Alien	SNAP 1621.6
Students	
Eligible	SNAP 1622.3
Ineligible	SNAP 1622.9

SNAP CERTIFICATION MANUAL – SECTION 9000

9500 Assigning Certification Periods

9501 Recertification of Households Certified with Verification Postponed

9500 Assigning Certification Periods

SNAP Manual 11/01/98

Normal certification periods will be assigned to households approved under expedited guidelines if the household has:

1. Provided all required verification;
2. Complied with the SSN requirements; and
3. Complied with the work registration requirements.

Either a one or two month certification period will be assigned to households approved under expedited guidelines if verification was postponed as instructed in [SNAP 9441.1](#). A one-month certification period will be assigned when the expedited application was filed on or before the 15th day of the month. A two-month certification period will be assigned when the expedited application was filed on or after the 16th day of the month and approved the same month.



NOTE: When a household submits an expedited application after the 15th of the month and that application is approved before the end of the month, the household is issued aggregate benefits for the month of application and the following month. For this reason, a two-month certification is usually assigned. See [SNAP 8651](#) for a full explanation of aggregate benefits.

9501 Recertification of Households Certified with Verification Postponed

SNAP Manual 11/01/98

At the next certification, any household certified under the expedited provisions with verification postponed must either complete the verification requirements that were postponed or be certified under normal processing standards. See [SNAP 9441.1](#) for a full explanation. Therefore, at the next recertification, any household that wishes to continue receiving SNAP benefits must submit a new application and must be interviewed.

At application approval, the county office worker must take the following actions to schedule a recertification interview for expedited households assigned a one or two month certification period because verification requirements were postponed.

1. Schedule a time for the household to appear for its next interview;
2. Provide the household with another *Application for Recertification/Medicaid Review* (DCO-268);

SNAP CERTIFICATION MANUAL – SECTION 9000

9500 Assigning Certification Periods

9510 Notices/Forms

3. Provide the household with a *Notice of Expiration* (DCO-268) completed according to the instructions in [SNAP 10210](#);
4. Provide the household with a manual *Notice of Action* (DCO-1) explaining the terms of the application approval and any items of verification the household must provide prior to recertification.

9510 Notices/Forms

SNAP Manual 12/01/03

Certain forms and notices are provided to all eligible households (including expedited households) when an application is approved.

These forms and notices are listed below. The policy reference indicates where detailed information regarding the form or notices may be found.

Notice of Action (DCO-1) [SNAP 8810](#) - The DCO-1 will be issued automatically unless additional information must be provided - e.g., the household is certified pending verification.

Change Report Form (DCO-234) [SNAP 11350](#) - The DCO-234 will be issued to all occasional reporting households. Its use must be explained. Both a *Change Report Form* (DCO-234) and a *CHANGE REPORT ADDENDUM: The Limited Reporting Requirements* will be issued to all limited reporting households.

SNAP Semi-Annual Reporting (PUB-360) - [SNAP 11520](#), a pamphlet explaining semi-annual reporting, will be provided to any household subject to semi-annual reporting.

SNAP CERTIFICATION MANUAL – SECTION 9000

9600 Destitute Households

9600 Destitute Households

SNAP Manual 10/01/97

Destitute households are migrant or seasonal farmworker households that have little or no income at the time of application.

A migrant is an individual who travels away from home on a regular basis with a group of laborers to seek employment in an agriculturally related activity.

A seasonal farmworker is an individual who travels away from home on a regular basis to seek employment in an agriculturally related activity.

Even though a destitute household may receive income at some other time during the month of application, household members may be in immediate need of food assistance.

There are three income-related criteria under which migrant or seasonal farmworker households may be considered destitute.

1. The household's only income for the month of application is from a new source and no more than \$25 from the new source will be received within 10 calendar days of the date of application.

Income normally received on a monthly or more frequent basis is considered to be from a new source if less than \$25 was received from that source in the 30 days prior to the date of application.

Example - A migrant farmworker applies for SNAP benefits on July 15th. He reports that he last worked picking tomatoes on June 16th and received \$15.00 in wages for that day's work. He expects to go back to work for the same grower picking okra on July 25th. This income is considered to be from a new source.

Income normally received less often than monthly is considered to be from a new source if less than \$25.00 was received at the last normal pay interval.

2. The household's only income for the month of application was received prior to the date of application from a terminated source.

Income received on a monthly or more frequent basis is considered to be from a terminated source when no more income will be received from that source during the month of application or the following month.

3. The household received income from a terminated source prior to the date of application and expects income of \$25 or less from a new source within 10 calendar days of the date of application.

SNAP CERTIFICATION MANUAL – SECTION 9000

9600 Destitute Households

9610 Sources of Income for Destitute Households

Apply this criterion only if the household is to receive no other income in the month of application.

9610 Sources of Income for Destitute Households

SNAP Manual 10/01/97

A migrant or seasonal farmworker's source of income is considered to be the "grower" for whom the farmworker is working at a particular time. A farmworker who travels with the same crew chief but moves to a different grower is considered to have both terminated and new income sources.

A farmworker who changes jobs but continues to work for the same grower is considered to have income from the same source.

A self-employed household member who secures contracts or other work from different customers is considered to be receiving income from the same source as long as he is self-employed. For example, a "crew chief" may contract with a grower to pick a crop for a set amount. The farmworkers are paid from this amount. The crew chief is self-employed. Moving from one grower to another will not result in terminated income for the crew chief.

9620 Determining Income for Destitute Households

SNAP Manual 10/01/97

Destitute households are entitled to special income calculation procedures.

1. Include the income from the terminated source if received between the first of the month and the date of application.
2. Disregard income from a new source anticipated to be received after the date of application.
3. Exclude a travel advance received by a migrant or seasonal farmworker as a reimbursement unless paid under written contract as an advance on wages to be subtracted from earnings. In that case, count the advance as income.

The receipt of a wage advance for travel costs does not affect the determination of whether subsequent payments from the employer are a new source of income. Neither will these advances affect whether a household is considered destitute.

SNAP CERTIFICATION MANUAL – SECTION 9000

9600 Destitute Households

9621 Limits on Special Income Calculations for Destitute Households

9621 Limits on Special Income Calculations for Destitute Households

SNAP Manual 10/01/97

The special income calculations will be applied at initial application for the first month of the certification period only. At recertification, income from a new source of less than \$25 will be disregarded if not received by the 10th calendar day after the date of the household's normal issuance date.

9630 Postponing Verification for Destitute Households

SNAP Manual 10/01/97

Migrant and seasonal farmworker households classified as destitute households applying after the 15th of the month may be assigned a certification period longer than one month. These households will be notified via *Notice of Action* (DCO-1) that postponed verification from sources within the state must be provided prior to issuance of the second month's allotment.

SNAP CERTIFICATION MANUAL – SECTION 10000

10100 Recertification – Summary

10110 Regular Households

10100 Recertification – Summary

SNAP Manual 08/01/12

When an eligible household applies for continued participation in the Supplemental Nutrition Assistance Program within 30 days of the last day of the month in which the household's certification period expired, the application is classified as a recertification.

EXAMPLE: A household's certification period expires in September. If the household submits another Supplemental Nutrition Assistance Program Application before October 30, the application will be classified as an application for recertification.

10110 Regular Households

SNAP Manual 08/01/12

Regular households will complete the *Application for Recertification/Medicaid Review, Notice of Expiration-SNAP Program (DCO-268)* to apply for continued participation in the Supplemental Nutrition Assistance Program.

When the recertification application is received by the county office, a caseworker will review the information sent by the household and take the necessary action to process the application. A caseworker will review the information provided with the application and request additional information if not supplied by the household – e.g., if income verification was not available through *The Work Number*, the worker will send an earned income verification statement to the household. A *Notice of Recertification Appointment (DCO-286)* will be attached if additional information is needed and a BRM envelope will be supplied for the household to return information.

A caseworker will conduct an interview, telephone or face-to-face. During the interview, the worker requests any additional information needed to complete the application.

If the household does not appear for an appointment or is not available at the appointed time for the telephone interview, the caseworker will issue a *Notice of Missed Appointment (DCO-269)* to the household. If the household does not request another appointment for an interview, the application for recertification will be denied.

If the household is interviewed, the worker either will determine eligibility or will request additional information, *Request for Information (DCO-191)*.

SNAP CERTIFICATION MANUAL – SECTION 10000

10100 Recertification – Summary

10120 Extended Certification Periods-24-or 36-Months



NOTE: A DCO-268 will be accepted by the county office as a valid application whenever it is submitted. However, unless the application is filed by the end of the month following the last month of certification, a face-to-face interview must be scheduled rather than a telephone interview.

10120 Extended Certification Periods-24-or 36-Months

SNAP Manual 08/01/12

The recertification process begins when a system-generated packet containing an application for recertification and the notice of expiration is mailed directly to the household. The recertification packet will also supply the household with information about their rights and responsibilities and will contain a list of information the household should submit with the application. If the household wishes to reapply, an application must be submitted to the DHS agency.

Households assigned an extended certification will complete a *Supplemental Nutrition Assistance Program/Medicare Savings Program Annual Review (SNAP/MSP DCO-811)* to recertify for SNAP. These households are not required to be interviewed in order to determine continued participation in the Supplement Nutrition Assistance Program with the following exceptions:

- The household requests an interview;
- The recertification appears to be a denial; or,
- The county has outstanding issues or questions regarding the request for recertification.



NOTE: The application may not be denied for recertification without contacting the household. All scheduling attempts must be documented in the ANSWER narrative.

When the DCO-811 is received by the agency, a caseworker will review the information sent by the household and take the necessary action to process the application.

A telephone or face-to-face interview is not required for households certified longer than 12-months unless requested. During the interview, the caseworker will review the application with the household.

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10200 Receipt of a Notice of Expiration

10210 Contents of the Notice of Expiration/Application for Recertification

10200 Receipt of a Notice of Expiration

SNAP MANUAL 08/01/12

All currently certified households, including PA and households certified longer than 12-months will be issued a recertification packet so that the packet will be received by the household during the next-to-last month in the household's certification period.

Households certified for one month or for two months must be manually provided with a recertification packet at the time of certification in the second month of the application processing period. The packet will be accompanied by a *DCO-268* scheduling the household's next telephone or face-to-face interview.



NOTE: To assist an expedited household in reapplying for continued SNAP benefits, the caseworker may explain the recertification process and schedule the recertification appointment with the household during the initial interview. This is not a requirement but can aid in preventing no-show appointments.

10210 Contents of the Notice of Expiration/Application for Recertification

SNAP MANUAL 08/01/12

The recertification packet will provide the following information:

- The budget unit ID number.
- The date the current certification period ends.
- The name of the head of household and the household's address.
- The address of the office where the application must be filed.
- For household certified for 12-months or less, a statement explaining that in order to receive uninterrupted benefits the household must return the application by the specified date, participate in any scheduled interview (telephone or face-to-face), complete the processing steps, and must provide all required verification.
- An explanation that the household may submit the *recertification application* by mail, in person or electronically via a fax machine, (recertification applications are not available through Access Arkansas).
- A statement of the household's right to have an application accepted as long as it is signed and contains a legible name and address.
- An explanation of the interview requirement and the household's option to request a face-to-face interview instead of a telephone interview for regular households.

SNAP CERTIFICATION MANUAL – SECTION 10000

10200 Receipt of a Notice of Expiration

10210 Contents of the Notice of Expiration/Application for Recertification

- An explanation of the consequences of failure to comply with the notice of expiration.
- An explanation of the household’s right to request an administrative hearing.

The recertification packet is system-generated on the fifteenth day of the month prior to the last month of certification and is mailed directly to the household from the Central Office on the sixteenth day.

The following information will be printed on the *recertification application*:

- Casehead name and budget unit ID number
- Household’s address
- County office name, address, and telephone number
- The Date eligibility ends (last day of last month of certification period)
- Due date (first day of last month of certification period)
- The Date by which the household must timely reapply (15th of the month)

All contents of the recertification packet *DCO-268* or *DCO-811* (See [SNAP 10900](#)) and explanation of rights and responsibilities) will be available on DHS SHARE.

A recertification packet must be **manually** prepared and issued to the household when:

- The household is certified for one month or for two months, for example expedite households, in the second month of the application period; or,
- When the household is certified for two or four months and the date of certification occurs too late for a recertification packet to be automatically generated for the household.

Any manually prepared recertification packet must contain the same information as a system generated recertification packet: *DCO-268*, and an explanation of rights and responsibilities. Households certified for one or two months and given a manually prepared recertification packet will also be issued a *Notice of SNAP Recertification Appointment (DCO-286)* scheduling a date and time for a telephone or face to face interview with the recertification packet. See [SNAP 10510](#).

Issuance of the Notice of Expiration

Length of Certification Period	When Notice Should Be Issued
One Month	At Time of Certification
Two Months	At Time of Certification
Longer Than Two Months	During the Next-to-Last Month of Certification Period

SNAP CERTIFICATION MANUAL – SECTION 10000

10300 Timely Submission of an Application for Recertification

10310 Uninterrupted Benefits

10300 Timely Submission of an Application for Recertification

SNAP MANUAL 08/01/12

For households certified for one month or for two months, an application must be filed within 15 days of the date the recertification packet is manually issued to be considered timely. See [SNAP 10210](#) for instructions.

For households certified for 4 or 12 months, a *DCO-268* or *DCO-811* (See [SNAP 10900](#)) submitted by the 15th day of the last month of certification is timely filed.

Timely Reapplication

Length of Certification Period	Last Day to Timely Reapply
One Month	15 days after recertification packet was issued.
Two Months	15 days after recertification packet was issued.
Longer Than Two Months	The 15th day of the last month in the certification period.

10310 Uninterrupted Benefits

SNAP MANUAL 08/01/12

An eligible household that submits a timely *DCO-268* or *DCO-811* is entitled to uninterrupted benefits. A timely filed *DCO-268* or *DCO-811* must be approved or denied by the end of the household's current certification period. If a timely *DCO-268* or *DCO-811* is approved, the SNAP benefit for the first month of the new certification period must be received at the normal time.

SNAP CERTIFICATION MANUAL – SECTION 10000

10400 Untimely Submission of an Application for Recertification

10400 Untimely Submission of an Application for Recertification

SNAP MANUAL 08/01/12

An Application for Recertification/MEDICAID Review, Notice of Expiration-SNAP Program (DCO-268) or SNAP/MSP Annual Review (DCO-811) received after the household's deadline to timely file but within 30 days of the last day of the month in which the household's certification period expired is classified as an untimely application. A household submitting an untimely recertification form loses the right to uninterrupted benefits.

SNAP benefits for the first month of the certification period will not be prorated if the household applies before the end of its current certification period and there are no delays in the processing of the application. Benefits will be prorated for eligible households that reapply after their certification period expires even though the application is classified as a recertification.

SNAP CERTIFICATION MANUAL – SECTION 10000

10500 The Recertification Interview

10510 Scheduling Recertification Interviews

10500 The Recertification Interview

SNAP MANUAL 08/01/12

Households that submit a timely *Application for Recertification/MEDICAID Review, Notice of Expiration-SNAP Program (DCO-268)* must be interviewed before the end of their current certification period. No appointment for an interview will be scheduled until a household's recertification application is received in the county office. Households that submit a recertification application will be scheduled a telephone interview; unless the household requests a face-to-face interview or the household does not have a telephone.



Exception: Households certified for one or two months will be given a manually prepared DCO-268 with completed DCO-286 showing a scheduled date and time for the interview at the time the DCO-268 is prepared. Expedited households must receive an appointment for an interview before the recertification application is received in the county office.

10510 Scheduling Recertification Interviews

SNAP MANUAL 06/01/01

No later than the end of the first workday following the day that a household returns a DCO-268, the household will be mailed or handed a *Notice of Recertification Appointment (DCO-286)* scheduling an appointment for a telephone or face-to-face interview.

Households certified for one or two months and given a manually prepared recertification packet as instructed in [SNAP 10210](#) will be manually given a DCO-286 scheduling a date and time for a telephone or face-to-face interview.

There is no mandated method for scheduling telephone or face-to-face interviews; however, each county office must develop a defined method of scheduling interviews.

SNAP CERTIFICATION MANUAL – SECTION 10000

10500 The Recertification Interview

10511 Conducting Recertification Interviews

As part of the scheduling process, the county office will evaluate the information provided by the applicant to determine if all required information was submitted with the DCO-268. If the applicant has not submitted required verification with the application, a caseworker will complete the DCO-286 indicating the appointment date and time and the specific information that the household needs to supply.

10511 Conducting Recertification Interviews

SNAP MANUAL 07/01/06

On the day of the scheduled telephone interview, a caseworker will attempt to reach the household by telephone at the designated interview time. If no one answers the telephone or if there is a busy signal, a caseworker will attempt to contact the household two more times within the time allowed for the interview. For example, if the county had allotted the time from 1:00 p.m. to 1:30 p.m., the worker will, at a minimum, attempt to contact the household three times within that thirty minute period. The county may make additional attempts to reach the household although this is not required.

If an automated message indicates that the telephone has been disconnected or is out-of-order, additional attempts are not required. If someone answers the telephone but indicates that the household member needed to conduct the interview is not available during the interview time allowed, the caseworker will send a *Notice of Missed Appointment* (DCO-269).

All attempts to reach the household will be documented in the ANSWER narrative tab.

Telephone interviews may be conducted with the case head, spouse, and other responsible household member or authorized representative. The household, not the caseworker, will designate the individual to be interviewed.

Telephone interviews must not be conducted in areas where individuals other than DHS employees can hear the interviews.

Prior to the interview, the caseworker must have the household's DCO-268 and electronic case record. The caseworker must have the household's case open in ANSWER so that information can be updated as the interview is conducted.

The interview will consist of:

- An introduction including the caseworker's name, location, and an explanation of the reason for the interview – e.g., to determine if your household remains eligible to

SNAP CERTIFICATION MANUAL – SECTION 10000

10500 The Recertification Interview

10520 Failure to Participate in Scheduled Interview

- participate in the Supplemental Nutrition Assistance Program and/or to receive a Medicaid card.
- A brief explanation of the information provided with the DCO-268 including the household's rights and their responsibility to report changes.
 - A review of the information provided on the DCO-268. If the worker adds information to the application based on the household's responses to questions posed during the interview, any additional information discussed during the interview will be narrated in ANSWER.
 - If the household needs to provide additional information before the DCO-268 can be processed, the worker will orally explain to the household the information that is needed, how the household can supply the needed information, and the date by which this information must be supplied. A *Request for Information* (DCO-191) will be manually issued to the household.
 - The household will be asked if they need another *Change Report Form* (DCO-234). If the household indicates that another form is needed a DCO-234A, (*Reporting Requirements Addendum*) will be mailed to the household with a BRM envelope if the application is approved. (See [SNAP 10820](#) for additional information about forms and notices that may be required.)
 - If the application is approved or denied during the application interview, the case worker will verbally provide an explanation of the action taken. An approval or denial notice will be issued. If the application is approved, the household's change reporting requirement will be explained.

The use of a telephone interview must in no way affect the length of the household's certification period. See [SNAP 8710](#) for instructions on assigning certification periods.

10520 Failure to Participate in Scheduled Interview

SNAP MANUAL 03/16/09

If a household timely files an application, an appointment will be scheduled. See [SNAP 10510](#). If a telephone interview is scheduled but the household fails to complete the interview process, or fails to appear for a scheduled face-to-face interview, the application will not be denied at the time of the missed interview. See [SNAP 10610](#) for the processing standards for timely filed applications submitted by households certified for one or two months. See [SNAP 10620](#) for the processing standards for other timely-filed applications for recertification. See [SNAP 10700](#) for the processing standards for untimely filed applications.

SNAP CERTIFICATION MANUAL – SECTION 10000

10500 The Recertification Interview

10530 Out-of-Office Interviews

Failure to participate in a scheduled telephone interview will include:

- Failure to answer the telephone at the appointment time and subsequent attempts,
- Automated message that indicates that the telephone has been disconnected, or
- Automated message that indicates that the telephone is out of order.

A *Notice of Missed Appointment* (DCO-269) will be mailed to the household, if the household fails to participate in the telephone or face-to-face interview regardless of whether the household requests another appointment.

At recertification, the *Notice of Missed Appointment* must inform the applicant that the household missed the scheduled interview and that the household is responsible for contacting the local office to reschedule the interview. The notice should be sent as soon as possible after the appointment is missed but must at a minimum be sent with the notice of denial.

Another interview will be scheduled upon the household's request. If the rescheduled interview is conducted but additional information is needed, it may be necessary to extend the application processing period by up to 10 days to allow the household adequate time to provide the information. See [SNAP 10630](#). To allow households time to request a second interview, all telephone and face-to-face interviews for recertification should be scheduled as early in the month as possible. If another interview is not requested, the application will be denied on the last day of the household's current certification period or the first workday following the last day of the certification period.

10530 Out-of-Office Interviews

SNAP MANUAL 07/01/06

~~DELETED 07-01-06.~~

10540 Use of the Rights and Responsibilities Pamphlet

SNAP MANUAL 07/01/06

~~DELETED 07-01-06.~~

10550 Verification at Recertification

SNAP MANUAL 10/01/08

When either a timely or an untimely application for recertification is processed, the case worker must verify changes in income if the source has changed or the amount has changed by more

SNAP CERTIFICATION MANUAL – SECTION 10000

10500 The Recertification Interview

10560 Determining Eligibility

than \$25. Previously unreported medical expenses and the total of non-recurring medical expenses that have changed by more than \$25 must also be verified. The case worker must verify changes in dependent care costs when the household reports a change in amount paid or change in provider. Previously unreported dependent care costs must be verified.

Income, total medical expenses, or actual utility expenses that the household claims have changed by \$25 or less need not be verified unless this information is incomplete, inaccurate, inconsistent, or outdated. (See the Glossary definition of [Verification](#) for an explanation of these terms.)

Alien status and residency will be verified if there has been a change. For example, if an ineligible alien claimed qualified status, that member would be required to furnish verification of his or her SSN in compliance with [SNAP 2200](#). Unchanged information will not be verified unless the reported information is incomplete, inaccurate, inconsistent, or outdated as defined in the [Glossary](#).

The case worker should assist the household in obtaining such verification if assistance is needed.

10560 Determining Eligibility

SNAP Manual 09/01/94

At recertification, eligibility will be determined prospectively for all households. See [SNAP 7100](#) for full instructions on determining eligibility prospectively.

SNAP CERTIFICATION MANUAL – SECTION 10000

10600 Timely Processing of Applications for Recertification

10610 Thirty Days After Last Benefits Were Issued

10600 Timely Processing of Applications for Recertification

SNAP MANUAL 08/01/12

A timely filed *Application for Recertification/MEDICAID Review, Notice of Expiration-SNAP Program (DCO-268)*, or *SNAP/MSP Annual Review (DCO-811)*, See [SNAP 10900](#) as defined in [SNAP 10300](#), will be processed in accordance with the standards specified in [SNAP 10610](#) - [SNAP 10630](#).

10610 Thirty Days After Last Benefits Were Issued

SNAP MANUAL 07/01/06

A timely filed application from a household that was certified for one or two months and provided with a recertification packet at the time of certification (see [SNAP 10200](#)) must be processed within 30 days of the date the household's last SNAP benefits were issued.

Processing includes the following items:

1. Scheduling an appointment for an interview.
2. Reviewing the application and determining if the household supplied all needed information.
3. Conducting the interview.
4. Determining the household's eligibility or ineligibility. See the Glossary definition of [Verification](#) for the items that must be verified at recertification. (If the household must supply verification, the county office worker will issue a *Request for Information*, DCO-191. If the household needs assistance in obtaining the needed information, the worker will provide this assistance.)
5. Notifying the household via a *Notice of Action*, of the county's determination that the household is eligible or ineligible. (In most instances, the DHS system notice will be generated. If a manual notice is needed, the county office worker must use a DCO-1.)

EXAMPLE: A household applied on June 26th and was approved on July 23rd for June and July. The date by which the household must submit a timely reapplication is August 7th. The household submitted its DCO-268 on August 6th. The application for recertification must either be approved or denied by August 22nd.



NOTE: The application must not be denied before the 30th day unless the household is determined to be ineligible. The household must be given the full 30 days to provide needed information.

SNAP CERTIFICATION MANUAL – SECTION 10000

10600 Timely Processing of Applications for Recertification

10620 By End of Current Certification Period

10620 By End of Current Certification Period

SNAP MANUAL 08/01/12

When a household timely files an application by the 15th day of the last month of its certification period, the application must be approved or denied by the end of the certification period unless the household must be allowed additional, time to provide information. See [SNAP 10630](#).

Processing includes the following actions:

1. Reviewing the application and determining if the household supplied all needed information.
2. Scheduling an appointment for an interview if the household has so requested.
3. Conducting the interview.
4. Determining the household's eligibility or ineligibility. See the Glossary definition of [Verification](#) for the items that must be verified at recertification. (If the household must supply verification, the county office worker will issue a *Request for Information*, DCO-191. If the household needs assistance in obtaining the needed information, the worker will provide this assistance.)
5. Notifying the household via *Notice of Action* (DCO-1), of the county's determination that the household is eligible or ineligible. Automatically system generated notice is issued at recertification for most approvals and denials.



NOTE: The application must not be denied before the last day of the last month of the current certification period unless the household has been determined to be ineligible. The household must be given at least until the close of business on the last day of the last month of the current certification period to provide needed information. If holding the application until the last day of the last month of the current certification period will not give the household 10 days to provide the needed information, the household's application processing time must be extended. See [SNAP 10630](#).

10630 Extending Processing Time to Obtain Verification

SNAP MANUAL 08/01/12

If the household must supply verification, the case worker will issue a *Request for Verification* (DCO-191). A household submitting a timely filed DCO-268 or DCO-811 will normally have until the last day of their current certification period to provide all required verification. If there is less than 10 days between the date of the interview (including rescheduled interviews) and the

SNAP CERTIFICATION MANUAL – SECTION 10000

10600 Timely Processing of Applications for Recertification

10650 Delays in Processing - Timely Filed Applications

end of the household's current certification period, the application processing time must be extended. For example, if a household is interviewed on June 26th and must supply additional verification, the application processing period will be extended until July 6th or if the 6th occurs on a holiday or weekend, the first work day following the 6th.

If the deadline for providing missing verification occurs after the end of a household's current certification period and the verification is provided by the deadline, the recertification must be completed within 3 days of receipt of the verification. SNAP benefits must be issued to an eligible household no later than the 5th day after the date the verification was supplied. The household's benefits will not be prorated.

EXAMPLE: A household timely submits its DCO-268 and is interviewed on July 26th. Verification of income is requested. The household's deadline for providing the verification is August 5th. Verification is provided August 1st. The application is approved on August 4th, and the household's SNAP benefits are available on August 5th.

If a household does not supply the missing verification on or before the extended deadline, the application will be denied. However, if the household submits the needed information within 30 days of the last day of the end of the household's last month of certification, the application will be reinstated (see [SNAP 10650](#) below).

10650 Delays in Processing - Timely Filed Applications

SNAP MANUAL 07/01/06

A timely filed application from a household certified for one month or two months is one that was submitted within 15 days after the date that the recertification packet was issued. A timely filed application from a household certified for four months or longer is one that was submitted before the 15th day of the last month of the certification period.



NOTE: Timely filed applications must not be denied before the end of the application processing period unless the household has been determined to be ineligible. The application must be held until the end of the application processing period if the household does not provide requested verification.

All timely filed applications not approved or denied by the end of the household's current certification period must be assessed to determine if the household or the county office was at fault for the delay in processing. [SNAP 10800](#) provides information about determining fault when there is a delay in processing.

SNAP CERTIFICATION MANUAL – SECTION 10000

10600 Timely Processing of Applications for Recertification

10651 Reinstatement of Timely Filed Applications

If the county is at fault for the delay in processing a timely filed application, the household's SNAP benefits will be authorized as soon as possible. Benefits for the first month of the new certification period will not be prorated. If the household is at fault for the delay in processing, the application will be denied.

10651 Reinstatement of Timely Filed Applications

SNAP MANUAL 07/01/06

If a household that has submitted a timely-filed application does not complete the application process, the application will be denied. However, if the household takes the actions needed to complete the application process within 30 days of the last day of the household's last certification period the application will be reinstated (re-registered with the date the requested information was received). See [SNAP 10800](#) for additional information. If the application is denied and is later reinstated but the household was unable to participate in the first month of its new certification period due to an agency-caused delay in processing, restored benefits must be provided to the household for that month.

10700 Processing Standards - Untimely Applications for Recertification

SNAP MANUAL 08/01/12

Any untimely filed *Application for Recertification/MEDICAID Review, Notice of Expiration-SNAP Program (DCO-268)* or SNAP/MSP Annual Review (DCO-811) will be treated as an initial application. SNAP benefits must be authorized within 30 days of the date of application for any eligible household that submits an untimely application. If an application (DCO-268 or DCO-215) is received after the household's certification, period has expired but within 30 days after the end of the certification period, the application will be handled as an untimely application for recertification except that the first month's SNAP benefit amount will be prorated. (*Such applications will be handled under the processing standards for initial applications. See [SNAP 8500-8530](#) for a full explanation of the processing standards used at initial application.*)

Households submitting untimely applications for recertification are subject to the verification guidelines for recertification. See the Glossary definition of [Verification](#) for an explanation of the verification requirements at recertification.

Processing includes the following actions:

1. Reviewing the application and determining if the household supplied all needed information.
2. Scheduling an appointment for an interview if so requested.
3. Conducting the interview.
4. Determining the household's eligibility or ineligibility. See the Glossary definition of [Verification](#) for the items that must be verified at recertification. (If the household must supply verification, the case worker will issue a *Request for Information* (DCO-191). If the household needs assistance in obtaining the needed information, the worker will provide this assistance.)
5. Notifying the household via a *Notice of Action*, that the household is eligible or ineligible. (*In most instances, a system notice will be generated. If a manual notice is required, the case worker must use a DCO-1.*)



NOTE: A DCO-268 will be accepted as a valid application whenever it is submitted. However, unless the application is filed by the end of the month following the last month of certification, a face-to-face interview must be scheduled rather than a telephone interview. This also applies if a household supplies a DCO-215 instead of a

SNAP CERTIFICATION MANUAL – SECTION 10000

10700 Processing Standards - Untimely Applications for Recertification

10710 Delays in Processing - Untimely Applications

DCO-268 during the described time period. See [SNAP 8000](#) for instructions on processing an initial application.

10710 Delays in Processing - Untimely Applications

SNAP MANUAL 07/01/06

Forms that can be used for recertification (DCO-268, DCO-811, or a *Request for Assistance* (DCO-215) received after the household's deadline to timely file but within 30 days of the last day of the end of the household's last certification period is classified as an untimely application.

Untimely filed applications have the same processing standards as those for initial applications. See [SNAP 8500](#). The worker must determine fault for the delay in processing at the end of the 30 day application processing period.

If the application is approved and the county office was at fault for the delay in processing, benefits for the first month of the new certification period will not be prorated. If the household was at fault for the delay in processing, benefits will be prorated to the date the household supplied the needed information or otherwise complied with the program requirement.

10711 Reinstatement of Untimely Filed Applications

SNAP MANUAL 07/01/06

If the household does not complete the application process, the application will be denied. However, if the household takes the actions needed to complete the application process within 60 days of the date the untimely recertification form was filed, the application will be reinstated. See [SNAP 10800](#) for additional information.

If an application is denied and is later reinstated but the household was unable to participate in the first month of its new certification period due to an agency-caused delay in processing, restored benefits must be provided to the household for that month.

SNAP CERTIFICATION MANUAL – SECTION 10000

10800 Chart: Delays

10800 Chart: Delays

SNAP MANUAL 07/01/06

REASON FOR THE DELAY	FAULT	ACTION
The household has been interviewed and has furnished all needed information. The application has not been processed.	Agency	Process the application. If the application is denied, notify the household. If approved, do not prorate benefits for the first month of the new certification period.
No appointment for an interview was scheduled for the household.	Agency	Schedule an appointment for an interview. Continue to hold the application. For timely filed applications, this will be up to 30 days following the last day of the last month of certification. For untimely applications, this will be 60 days from the date of application. If approved, do not prorate benefits for the first month of the new certification period.
The household was interviewed but was not notified via DCO-191 of any missing information/verification that is needed to establish eligibility.	Agency	Prepare a DCO-191 to notify household. Continue to hold the application. For timely filed applications, this will be up to 30 days following the last day of the last month of certification. For untimely applications, this will be 60 days from the date of application. If approved, do not prorate benefits for the first month of the new certification period.
The household failed to appear for its scheduled interview and did not request a second interview.	Household	Deny the application. Issue a denial notice. This application cannot be reinstated. The denial notice should advise the household that another application must be submitted if the household wants to participate in the program.
The household appeared for the first scheduled interview but failed to provide all needed verification, within the specified time. (This includes any extended processing time.)	Household	Deny the application. Issue a denial notice. Reregister the application if requested verification is received timely. For timely filed applications, this will be up to 30 days following the last day of the last month of certification. For untimely applications, this will be 60 days from the date of application. If approved, prorate benefits to the date that the needed information was submitted.

SNAP CERTIFICATION MANUAL – SECTION 10000

10800 Chart: Delays

10820 Forms and Notices Issued at Recertification

REASON FOR THE DELAY	FAULT	ACTION
The household missed its first scheduled interview but requested another that was scheduled. The household appeared for the interview but did not complete all requirements within the mandated time frames.	Household	Deny the application. Issue a denial notice. Reregister the application if requested verification is received within the allowed time frames. For timely filed applications, this will be up to 30 days following the last day of the last month of certification. For untimely applications, this will be 60 days from the date of application. If approved, prorate benefits to the date that the needed information was submitted.

10820 Forms and Notices Issued at Recertification

SNAP MANUAL 08/01/12

If the household is no longer eligible to participate in the Supplemental Nutrition Assistance Program, a denial notice must be issued. Most denial notices can be issued automatically.

Each eligible household must be provided with an approval notice. Most approval notices can be issued automatically. See [SNAP 8810](#) for additional information.

If an annual review household indicates during the interview that they no longer have a *Change Report Form* (DCO-234) and a business reply mail (BRM) envelope, a form and envelope will be mailed to the household.

If any household member is subject to the work registration requirements, a *Notification of Work Registration* (DCO-260) will be mailed to the household.

A *Change Report Form* (DCO-234) and a *CHANGE REPORT ADDENDUM: Reporting Requirements* (DCO-234A) will be mailed to the household to insure that the household has been advised of their correct current reporting requirements.

If a household becomes subject to semi-annual reporting requirement at recertification, a copy of the pamphlet entitled *Semi-Annual Reporting* (PUB-360) will be given or mailed to the household. The county office worker must explain the contents of the pamphlet to the household.

SNAP CERTIFICATION MANUAL – SECTION 10000

10900 36 Month Recertifications

10910 Processing Standards

10900 36 Month Recertifications

SNAP MANUAL 08/01/12

When households certified for longer than 12 months reapply to continue to receive SNAP benefits within 30 days of the last month of the certification period, the process is called recertification. These households will complete a *Supplemental Nutrition Assistance Program/Medicare Savings Program Annual Review (DCO-811)* to recertify for the Supplemental Nutrition Assistance Program. There is not an interview requirement for these household in order to apply for continued participations in the Supplement Nutrition Assistance Program unless one of the following exceptions exists:

- The household requests an interview;
- The recertification appears to be a denial; or
- The county has outstanding issues or questions regarding the request for recertification.



NOTE: The application may not be denied for recertification without attempting to schedule an interview. All scheduling attempts must be documented in the ANSWER narrative.

10910 Processing Standards

SNAP MANUAL 08/01/12

The household must return the *DCO-811* no later than the 15th day of the month the household receives the annual review. If the 15th day of the month falls on a weekend or holiday, the deadline for receipt will be extended to the first work day following the 15th. Failure to return the *DCO-811* by the deadline will result in case closure if the annual review is not received by the last day of the month.

When a household returns a signed *DCO-811* by the 15th day, the county must process the report before the end of the month. Any signed *DCO-811* returned before the end of the 12th month of certification must be processed. When *DCO-811s* are processed after the end of the month, the household's benefits must be reinstated, if the case has been closed.

SNAP CERTIFICATION MANUAL – SECTION 10000

10900 36 Month Recertifications

10920 Telephone Contact

10920 Telephone Contact

SNAP MANUAL 08/01/12

An informal contact must be conducted to verify information provided on the DCO-811 when there is a potential denial of the application. The household must be contacted by telephone before the application can be processed.

During the “Recertification Review” contact, the caseworker will simply review the information presented on the *DCO-811* with the household to ensure the household verifies the information provided on the application is correct before denying the application and closing the case.

If the caseworker is unable to contact the household for a “Recertification Review” contact, the caseworker must send a *Notice of SNAP 36-Month Recertification Appointment (DCO-286b)* to the household to schedule an informal telephone contact. The informal contact will be conducted by phone. The contact may be conducted with any responsible household member or with the household’s authorized representative (AR). The informal contact must be scheduled using a *Notice of SNAP 36-Month Recertification Appointment (DCO-286b)*. The informal contact is required when the recertification meets one of the criteria below:

- The household requests an interview;
- The recertification appears to be a denial; or
- The county has outstanding issues or questions regarding the request for recertification.

The “Recertification Review” telephone contact will be a brief review of the *DCO-811*. Prior to contacting the household, the caseworker must have determined the household to be ineligible to participate in SNAP.

During the “Recertification Review,” telephone contact with the household the caseworker will state his/her name, location, and will explain the reason for the contact even when the household has requested the interview. The caseworker will proceed through each section of the DCO-811 reading the information on the annual review to the responsible household member or authorized representative to ensure the information on the annual review is accurate based on the household’s current circumstances before denying the continued assistance. The worker will update the annual review based on the response from the household or authorized representative. Additional information discussed during the telephone contact must be documented in ANSWER.

If additional information is needed to complete the recertification process, it must be requested from the household if the caseworker cannot access the information without assistance from

SNAP CERTIFICATION MANUAL – SECTION 10000

10900 36 Month Recertifications

10930 Processing Annual Review at Recertification

the household. The caseworker should request any necessary information using the *Request for Information at Annual Review* (DCO-103). A DCO-234A, Reporting Requirements, will be mailed to the household with a BRM envelope if the application is approved based on the information provided during the “Recertification Review.”

10930 Processing Annual Review at Recertification

SNAP MANUAL 08/01/12

The returned *SNAP and Medicare Savings Annual Review* (DCO-811) need not be fully completed. As long as the household returns a signed form, the caseworker may obtain the remainder of the needed information through an informal telephone contact or other reliable documentary sources.

Unsigned *DCO-811s* received in the agency will be returned immediately to the household with a completed *Request for Information at Annual Review* (DCO-103). The household must be given at least 10 days from the date the notice is issued to return a signed form. If the form is returned after the end of the 12th month of certification but before the 10-day notice period expires, the application may be reinstated.

All medical expenses must be declared at the recertification. See [SNAP 11640](#) for instructions for households claiming actual medical expenses.

Expenses that have changed by \$25 or less do not require verification unless the information is questionable. This includes income, total medical expenses, or actual utilities. (See the Glossary definition of Verification for further explanation). Households required to furnish verification must be allowed at least 10 days to do so. When verification is needed, the case worker will issue a *DCO-103* to the household.

A household’s case will not be closed solely due to failure to provide verification of a deductible expense. Instead, the expense will be disallowed. If the household fails to respond to the standard medical deduction question on the *DCO-811* for a previously verified medical expense, the deduction will be disallowed. The case will be closed only if the household’s net income exceeds the maximum allowed after the expense is disallowed. (If the net income exceeds the maximum, but the household is categorically eligible, see [SNAP 8961](#).)

Verification of deductible expenses received after the stated deadline will be handled as a reported change. The day after the date of receipt will be considered day one of the 10 day change processing period.

SNAP CERTIFICATION MANUAL – SECTION 10000

10940 Applications for Recertification Filed at SSA Office

10930 Processing Annual Review at Recertification

Any change in SNAP benefit amount resulting from a change reported at the annual review will be effective in the 13th and 25th month of the certification period.

10940 Applications for Recertification Filed at SSA Office

SNAP MANUAL 08/01/12

Households in which all members receive or have applied for Supplemental Security Income (SSI) may submit an application for recertification at the Social Security Administration (SSA) Office (see [SNAP 8920](#)). These applications will be forwarded to the correct county office as instructed in [SNAP 8930](#). Application processing must occur in accordance with [SNAP 10600 - 10630](#), if the application was timely submitted to the SSA office. Untimely-submitted applications will be processed in accordance with [SNAP 10700](#). These households have the option of applying for SNAP benefits at the SSA office but it is not a requirement.

SNAP CERTIFICATION MANUAL – SECTION 11000

11100 Reporting Requirements – Summary

11100 Reporting Requirements – Summary

SNAP Manual 12/01/11

Ongoing Supplemental Nutrition Assistance Program eligibility and benefit amounts are based on a household's current situation. To ensure current information about a household is available, reporting requirements are imposed on all households that apply for SNAP benefits and all households that receive SNAP benefits. There are two types of reporting requirements - occasional reporting and limited reporting. Occasional reporters are subject to the regular reporting requirements. This means that the household must report specified changes within 10 days of the date the change becomes known.

Limited reporters are required to report when the household's gross income exceeds the household's gross income limit. Some limited reporting households are assigned a 4-month certification period. These households have no other reporting requirements. Other limited reporting households are assigned a 12-month certification period. These households must submit a semi-annual report. On the semi-annual report, the household must report and verify all earned income and report changes in residence, household composition, unearned income and resources. See the chart below for additional information about the reporting requirements.

Limited Reporting Households/No Semi-Annual Report	Limited Reporting Households/Must Submit Semi-Annual Report	Occasional Reporting Households
Homeless households	Households with earned income or a combination of earned and unearned income	Households entitled to be assigned a 36-month certification period because all members are age 60 or older or are individuals with disabilities or minor dependent children and there is no earned income
Households with members who are on strike	Households with unearned income when all household members are not age 60 or older are individuals with disabilities or minor dependent children	Households where all members have SSI income but are assigned a 12-month certification period because at least one member has earned income
Migrant and season farm worker households	Households where all members receive TEA cash assistance or TEA benefits	Expedited households assigned a one or two month certification period because of postponed verification

SNAP CERTIFICATION MANUAL – SECTION 11000

11100 Reporting Requirements – Summary

11110 Subsequent Reviews

Limited Reporting Households/No Semi-Annual Report	Limited Reporting Households/Must Submit Semi-Annual Report	Occasional Reporting Households
Households with self-employment income when assigned a four-month certification period	Households with self-employment income when assigned a twelve-month certification period	Households assigned a one or two month certification period because the household is expected to become ineligible. Households residing in alcoholism and/or drug addiction treatment centers

11110 Subsequent Reviews

SNAP Manual 06/01/01

DHS county offices may not require households to report for an in-office interview during their certification period although they may request households to do so. For example, the DHS county office may not require SNAP households to report for an in-office interview simply to review their case files or for any other reason.

11120 Refusal to Cooperate Following Certification

SNAP Manual 06/01/01

If a household currently participating in the Supplemental Nutrition Assistance Program refuses to cooperate in any subsequent eligibility review, the SNAP case will be closed. Subsequent reviews include:

1. Requests for information, verification or compliance with a program requirement following a report of a change by the household. (See [SNAP 11420](#), [SNAP 11440](#) and [12400](#) for instructions.) Requests for information, verification or compliance with a program requirement following a report from a source other than the household. (See [SNAP 12440](#) for instructions.)
2. Requests for information, verification or compliance with a program requirement at recertification. (See [SNAP 10550](#) for instructions.)
3. Requests for an interview and/or information necessary to complete a Quality Assurance review including the household's signature on consents for information needed by the Quality Assurance worker (see [SNAP 801](#) for instructions).
4. Requests for the household to participate in any special reviews conducted by the county for targeted households (see [SNAP 12400](#) for instructions).

Any household that refuses to cooperate in a subsequent eligibility review may reapply for SNAP benefits, but will not be found eligible until the household cooperates with the county office.

SNAP CERTIFICATION MANUAL – SECTION 11000

11100 Reporting Requirements – Summary

11120 Refusal to Cooperate Following Certification

There is one exception. A household that refuses to cooperate in the Quality Assurance Review process may reapply after the end of the review period and be found eligible. See the Glossary definition of [Household Cooperation](#) for an explanation.

SNAP CERTIFICATION MANUAL – SECTION 11000

11200 Changes Required to be Reported

11200 Refusal to Cooperate Following Certification

11200 Changes Required to be Reported

SNAP MANUAL 11/01/14

The following changes must be reported to the DHS county office:

1. Changes in Residence and/or Address

All changes in residence must be reported. If a change in residence results in a change in the household's shelter cost, the new shelter costs must be reported. For occasional reporters as defined in [SNAP 11100](#), these changes must be reported within 10 days of the date the change becomes known to the household. For semi-annual reporters as defined in [SNAP 11100](#), these changes must be reported on the semi-annual report. (We suggest that households voluntarily report address changes immediately to prevent problems with mail delivery.)



NOTE: If a county office worker verifies through any source that a household has moved from Arkansas to another state, the household's case must be closed. This policy applies across the board to all SNAP households regardless of the household's reporting requirements. No advance notice is required (see [SNAP 11450](#) and [SNAP 11571](#)). If the worker suspects the household has moved from the State but the household's residency has not been verified through a reliable source, a request for contact will be sent as instructed in [SNAP 12400](#).

2. Changes in Household Composition

The addition or loss of any eligible or ineligible household member must be reported. For occasional reporters, this change must be reported within 10 days of the date the change becomes known to the household. For semi-annual reporters, this change must be reported on the semi-annual report.

3. Changes in Resources

The acquisition of any licensed vehicle must be reported. (This includes the acquisition of an additional vehicle or the "trading" of one vehicle for another one.)

Total liquid resources (cash on hand, bank accounts, stocks, bonds, etc.) that reach or exceed \$2,250 must be reported.

SNAP CERTIFICATION MANUAL – SECTION 11000

11200 Changes Required to be Reported

11120 Refusal to Cooperate Following Certification

For occasional reporters, these changes must be reported within 10 days of the date the change becomes known to the household. For semi-annual reporters, these changes must be reported on the semi-annual report.

4. Changes in Income

Limited reporters (including both households with 4-month certification periods and semi-annual reporters) are required to report when the household's gross income exceeds the household's gross income limit. This change must be reported within 10 days of the end of the month in which the change occurred. If the tenth day falls on a weekend or holiday, the reporting time will be extended to the end of the next work day. A *Change Report Form* (DCO-234) and a *CHANGE REPORT ADDENDUM: The Limited Reporting Requirements* must be issued to all limited reporting households to be used to report such changes. In addition, all semi-annual reporters must report and verify all earned income when the semi-annual report is submitted.

EXCEPTION: Self-employment income that has been annualized need not be reported and verified when the semi-annual report is submitted.

Semi-annual reporters must report and verify changes of more than \$50.00 in unearned income and changes in sources of unearned income when the semi-annual report is submitted.

Occasional reporters must report the following changes in both earned and unearned income within 10 days of the date the change becomes known to the household:

- Changes in a source of income. This includes new income from any source or income from any source that has stopped.
- Changes of more than \$50 in the household's total gross monthly income. This includes both increases and decreases in income.

Neither changes in TEA cash assistance payments nor the receipt of child support refunds paid to TEA recipients need be reported by either limited reporters (including those limited reporters subject to semi-annual reporting) or occasional reporters. These changes must be reflected in the household's SNAP benefit amount. See [SNAP 12410 - 12420](#) for an explanation of the requirement to process changes in TEA cash assistance when they occur. (This applies to both limited reporters and occasional reporters.) See [SNAP 5704.1](#) for instructions on handling child support refunds.

SNAP CERTIFICATION MANUAL – SECTION 11000

11200 Changes Required to be Reported

11120 Refusal to Cooperate Following Certification

5. Changes in Deductions

Limited reporters with 4-month certification periods do not have to report changes in deductions until recertification. Limited reporters who must submit a semi-annual report must report and verify child support payments when the semi-annual report is submitted if these payments are to continue to be deducted. Both occasional reporting and semi-annual reporting households are allowed, but not required to report changes in shelter costs (see item 1 above for an exception), dependent care costs and medical costs.

SNAP CERTIFICATION MANUAL – SECTION 11000

11300 Reporting Requirements

11310 Applicant Households

11300 Reporting Requirements

SNAP MANUAL 010/01/03

11310 Applicant Households

During the application interview, all applicants must report changes that occur after the application is prepared. After the application interview occasional reporters must report changes that occur after the interview but before the application is approved within 10 days of the date of the approval notice.



NOTE: Limited reporting households do not have to report changes that occur after the interview but before the application is approved. Limited reporters must report only report changes as described in [SNAP 11340](#).

11320 Categorically Eligible Households

SNAP MANUAL 12/01/11

Categorical eligibility is explained in [SNAP 1920](#). Categorically eligible households have the same reporting requirements as any other household. If a categorically eligible household reports a change and as a result is no longer categorically eligible, the household becomes subject to applicable income and resource limitations. The case will be closed if necessary. If a regular or age 60 or older/individual with disabilities household reports a change and as a result becomes categorically eligible, the income and resource limitations will no longer apply.

11340 Limited Reporting Households 12/01/03

SNAP MANUAL 12/01/03

Limited reporting households are required to report:

1. When the household's gross income exceeds the household's gross income limit.
2. In counties without a waiver of the requirement to work, when household members subject to this requirement begin to work less than 20 hours per week.

This change must be reported within 10 days of the end of the month in which the change occurred. If the tenth day falls on a weekend or holiday, the reporting time will be extended to the end of the next work day. A *Change Report Form* (DCO-234) and a *CHANGE REPORT ADDENDUM: The Limited Reporting Requirements* must be issued to all limited reporting households at certification and recertification.

SNAP CERTIFICATION MANUAL – SECTION 11000

11300 Reporting Requirements

11341 Households Certified for Four Months

Two different categories of households are subject to the limited reporting requirements - households certified for four months (see [SNAP 11341](#)) and households subject to semi-annual reporting (see [SNAP 11342](#)).

11341 Households Certified for Four Months

SNAP MANUAL 10/01/03

The following households may be assigned a four-month certification period as explained in [SNAP 8710](#):

- Homeless households
- Households with members who are on strike
- Certain self-employed households
- Migrant and seasonal farmworker households who expect to remain in the state

Households assigned a four-month certification period have no additional reporting requirements. All changes in the household's circumstances must be reported at the household's next certification or recertification. Changes reported before the household's next recertification will be processed according to the standards in [SNAP 11410](#). Any action taken in a TEA and/or Medicaid case must also be reflected in the SNAP case. This includes changes reported to a TEA and/or Medicaid worker under that Program's rules.

11342 Semi-Annual Reporting Households

SNAP MANUAL 10/01/03

In addition to the reporting requirements in [SNAP 11300](#), semi-annual reporting households as defined in [SNAP 11100](#) must report and verify earned income when the semi-annual report is submitted. Other changes as specified in [SNAP 11200](#) must be reported only when the semi-annual form is submitted.

Changes reported independent of the semi-annual reporting system will be processed according to the standards in [SNAP 11410](#). Any action taken in a TEA and/or Medicaid case must also be reflected in the SNAP case. This includes changes reported to a TEA and/or Medicaid worker under that Program's rules. Changes in the amount of TEA cash assistance must be reflected in the SNAP case. This applies to both limited reporting and/or semi-annual reporting households and to occasional reporting households. See [SNAP 12410-12420](#) for additional information.

A semi-annual reporting household that fails to report a change on a semi-annual report form issued after the household becomes aware of the change but before the next recertification or

SNAP CERTIFICATION MANUAL – SECTION 11000

11300 Reporting Requirements

11350 Occasional Reporters

initial application is considered to be at fault for any resulting over issuances or under issuances of SNAP benefits. If an under issuance occurs because the household failed to report a change on the semi-annual reporting form, no restored benefits will be issued to the household. See [SNAP 13000](#). If an over issuance occurs, an overpayment will be prepared as instructed in [SNAP 15400](#).

11350 Occasional Reporters

SNAP MANUAL 10/01/03

Currently, households classified as occasional reporters as explained in [SNAP 11100](#) must report the changes specified in [SNAP 11200](#) within 10 days of the date the change becomes known to the household. Occasional reporters may report changes on a *Change Report Form* (DCO-234) or may send a letter describing the change. Changes may also be reported by telephone or in person. Changes submitted by telephone or in person will be recorded by the county worker on a *Telephone Report* (DCO-271).

An occasional reporting household that fails to timely report a change is considered to be at fault for any resulting over issuances or under issuances of SNAP benefits. If an under issuance occurs because the household failed to timely report a change, no restored benefits will be authorized. If an over issuance occurs, an overpayment will be prepared as instructed in [SNAP 15400](#).

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11410 Processing Standards for Occasional Reporters

11400 Special Instructions – Occasional Reporters

SNAP MANUAL 09/01/99

The following actions must be taken on all changes reported by occasional reporters:

1. Record the change.
Each county must devise a record of changes reported by occasional reporters. The minimum requirements for the record are the name and SSN of the head of the household, the date the change was received and the date the change was completed. Other information may be captured if desired by the county office.
2. Document in the case record the date the change was received.
Any *Change Report Form* (DCO-234) or letter submitted by a household must be date stamped on the day received. A *Telephone Report* (DCO-271) must be dated with the date the change was reported.
3. Provide the household with a new DCO-234 and business reply mail (BRM) envelope.
4. Provide the household with a notice. See [SNAP 11440](#) for additional information.

11410 Processing Standards for Occasional Reporters

SNAP MANUAL 09/01/99

Any change must be processed within 10 days of the date the change was reported to the county office. Day one of the processing period is the first calendar day after the report was received. The date of receipt must be entered by the county office on all changes including those received in person or by telephone.

An increase in SNAP benefits resulting from the addition of a household member or a decrease of \$50 or more in income must be reflected in the household's next regularly scheduled benefit extract. (If a change is reported after current month's benefits have extracted, no change can be made until the following month.) If necessary, a supplemental issuance will be authorized. See [SNAP 13200](#).

Other increases in SNAP benefit amounts must be reflected in the first regularly scheduled extract of SNAP benefits occurring after the allowed processing period.

EXAMPLE 1: On July 31, a household reports a member who was earning \$200 per week was laid off. Only one pay check will be received from this job in August. This change must be reflected in the household's August SNAP benefit amount.

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11420 Verification for Occasional Reporters

EXAMPLE 2: On August 1, a household reports a member who was earning \$200 per week was laid off. Only one pay check will be received from this job in August. This change must be reflected in the household's September SNAP benefit amount.

Unless the reported change meets all the criteria listed in [SNAP 11440](#), a decrease in benefits or a case closure must be effective no later than the month following the month in which the household's notice of adverse action expires.

EXAMPLE 1: A change in liquid resources is reported by telephone on July 25, and processed the same day. The household is ineligible. The notice of adverse action expires August 4. The closure is effective for the September SNAP benefit amount.

EXAMPLE 2: A change in liquid resources is reported by telephone on July 16, and processed on July 20. The notice of adverse action expires on July 31. The closure is effective for the August SNAP benefit amount.



NOTE: If the household provides verification of its eligibility on the 31st, reinstatement must occur.

When the household is exempt from the notice of adverse action, the decrease or closure will be effective no later than the month following the month when the change was processed.

EXAMPLE: A change in liquid resources is reported in writing on July 25, and processed the same day. The household is ineligible. An adequate notice is issued. The closure is effective for August.

11420 Verification for Occasional Reporters

SNAP MANUAL 10/01/08

Verification of a change in income will be required in the following situations.

- A change of more than \$50 has been reported. (Verification is not required if the change is \$50 or less.)
- The income is from a new source.
- Income from any source has stopped.
- The reported information appears to be inaccurate.
- The reported information is incomplete.
- The reported information is inconsistent with information found in the case record.

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11420 Verification for Occasional Reporters

Resource Change:

Reported changes in resources (vehicles or liquid resources) will be verified when the information reported is inaccurate, incomplete or inconsistent with information found in the case record.

Household Composition Change:

Reported changes in household composition will be verified only when the reported information is inaccurate, incomplete or inconsistent with information found in the case record.

New Address:

A new address need not be verified unless the reported information is inaccurate, incomplete, or inconsistent with information found in the case record. However, a change in shelter expense should be explored. If the household's residency in the county and/or state is in question, verification of residency will be requested.

Deduction Change:

New costs declared for rent, mortgage, insurance, and/or real estate tax expense would be verified only if questionable. When an occasional reporting household reports a member is paying dependent care costs the expense will be verified. Actual utility costs, which exceed the standard and result in a deduction, will be verified if the household has moved or the amount has changed by more than \$25. Both the obligation to pay child support and the amount of payment will be verified when an occasional reporting household claims a member has begun paying child support.

Medical Expense Change:

Verification of medical expenses will be requested if the household reports total medical expenses that have changed by \$25 or more. Verification will also be requested if the household has declared an expense, which may be past due or subject to reimbursement.

Verification Requirements:

Verification will be requested via a request for contact. See [SNAP 12400](#). If the household responds to the request for contact and supplies verification, which results in a decrease in benefits or a case closure, an advance notice of adverse action will be issued to advise the household of the effect of the change. See [SNAP 11440](#).

If a household does not submit required verification before the deadline specified on the request for contact (except for verification of child support payments, dependent care costs, medical expenses or actual utilities), the household's case must be closed. If verification of child support payments, medical expenses, dependent care costs, or actual utility costs is not

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11430 Shortening the Certification Period

supplied before the deadline, the expense will be disallowed. The case will be closed only if the household's income exceeds the limits when the expense is disallowed.



NOTE: If verification of actual utility costs is not provided, the worker will use the utility standard in the budget if the household is entitled to the standard. If not, all unverified utility costs will be disallowed. An advance notice of adverse action must be issued to advise the household of the case closure or decrease in benefits.

11430 Shortening the Certification Period

SNAP MANUAL 10/01/01

County office workers may not shorten the certification period of households that are participating in the Supplemental Nutrition Assistance Program unless the household is ineligible.

There is one exception. A 24-month certification may be shortened when a household's circumstances change and the household is no longer eligible for a 24-month certification period. However, before a certification period can be shortened, an advance notice of adverse action must be issued to the household. See [SNAP 11660](#) for full instructions.

11440 Notices to Occasional Reporters

SNAP MANUAL 09/01/99

If the household's SNAP benefit amount will not change, the household will be so notified via a manually issued *Notice of Action* (DCO-1).

When the SNAP benefit amount decreases or the case closes as a result of a reported change, an advance notice of adverse action must be issued unless the report meets all of the following conditions:

- The information was reported in writing via *Change Report Form* (DCO-234) or a letter signed by the head of the household, spouse, or other responsible household member.
- Based solely on the household's written report, the worker can determine the household is ineligible or the SNAP benefit amount will decrease.
- The household is advised of its right to an administrative hearing and continued benefits if the hearing is requested within 10 days of the date of the notice.
- If continued benefits are requested, the household's previous benefit amount must be reinstated within 5 work days. See [SNAP 7310](#).

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11450 Special Situations/Exemptions from Notice

If the reported change meets all these conditions, an advance notice of adverse action is not required. However, an adequate notice must be issued to be received by the household before the reduced benefits are authorized. For case closures, the adequate notice must be received by the household before or at about the same time the household's benefits would normally be authorized.

Either the notice of adverse action or the adequate notice must advise the household of:

- The nature of the change (reduction or closure);
- The reason for the change; and
- The effective date of the action.

When the SNAP benefit amount increases as the result of a reported change an adequate notice must be issued. The notice of action must advise the household of:

- The new SNAP benefit amount;
- The reason the benefit increased; and
- The effective date of the increase.

11450 Special Situations/Exemptions from Notice

SNAP MANUAL 02/01/18

In the situations listed below, adverse action may be taken on an occasional reporting case without the issuance of a notice.

1. Death of All Household Members
When all household members have died, the case will be closed immediately. No notice will be issued.
2. Move From State
When all household members have moved from the state, the case will be closed immediately. No notice is required; however, one may be provided upon request.
3. Completion of Restoration of Lost Benefits
Some households elect to receive restored benefits in installments. Such households must be notified in writing of the last month restored benefits will be authorized (see [SNAP 13310](#)). If the household was properly notified at the time the restored benefits were authorized, no notice need be sent after all installments have been authorized.
4. Anticipated Changes in Monthly Benefits
The monthly SNAP benefit amount may vary from month to month due to anticipated changes (see [SNAP 14323](#)). If the household was notified of these variations at

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11460 Summary Chart

certification, no additional notice is required.

5. Case Closed at Household’s Request

When a household voluntarily requests case closure in writing, no notice is required. If a verbal request for closure is made by the household in the presence of the county office worker, written confirmation of the closure will be issued via the *Notice of Action* (DCO-1). The written confirmation will not offer the household the same protection as an adequate notice. (See the SNAP Glossary definition of [Notice of Action](#).) Should the household appeal the action to close the case, benefits will not be continued pending a decision.

11460 Summary Chart

SNAP MANUAL 11/01/14

Occasional Reporting

Type of Change	Reporting Requirement	Processing Standard	Verification Code	Notice Code
INCOME – Change in source	Within 10 days of date known	10 days	VR	NOAA or AN
INCOME – Increases or decreases by \$50 or less	None	10 days	VIO	NOAA or AN
INCOME – Increases by more than \$50	Within 10 days of date known	10 days	VR	NOAA or AN
INCOME – Decreases by less than \$50	Within 10 days of date known	10 days	VIO	AN
INCOME – Decreases by \$50 or more	Within 10 days of date known	10 days/not later than the beginning of next calendar month	VR	AN

SNAP CERTIFICATION MANUAL – SECTION 11000

11400 Special Instructions – Occasional Reporters

11460 Summary Chart

Type of Change	Reporting Requirement	Processing Standard	Verification Code	Notice Code
LIQUID RESOURCES Reach or exceed \$2,250	Within 10 days of date known	10 days	VIO	NOAA or AN
VEHICLES Acquires a vehicle	Within 10 days of date known	10 days	VIO	NOAA or AN
ADDRESS/RESIDENCE	Within 10 days of date known	10 days	VQ	AN
HOUSEHOLD MEMBER – Enters home	Within 10 days of date known	10 days/not later than the beginning of the next calendar month	VQ	NOAA or AN
HOUSEHOLD MEMBER – Leaves home	Within 10 days of date known	10 days	VQ	NOAA or AN
SHELTER COSTS	Only if change of residence – If so, within 10 days of date change becomes known.	10 days	Entitlement to Standard VQ Actual Utility costs VS25	AN
CHILD SUPPORT	None	10 days	VR	NOAA
DEPENDENT CARE COSTS	None	10 days	VC	NOAA or AN
MEDICAL COSTS	None	10 days	VS25	NOAA or AN

Notice Codes for Reported Changes

- ANIssue an adequate notice.
- NOAAIssue an advance notice of adverse action.
- NONNo notice is required.

Verification Codes for Reported Changes

- VC.....This information must be verified when the amount paid or caretaker/provider changes.
- VRThis information must be verified.
- VQThis information must be verified if questionable.
- VIOThis information must be verified if incomplete, inaccurate, inconsistent, or outdated.
- VS25.....This information must be verified if the source has changed or the amount has changed by more than \$25.

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11510 Households Subject to Semi-Annual Reporting

11500 Semi-Annual Reporting Households

SNAP MANUAL 10/01/03

Households subject to semi-annual reporting will be assigned a mandatory 12-month certification period and required to submit one report in the sixth month of their certification period. At the end of the 12-month period, the household must be recertified.

11510 Households Subject to Semi-Annual Reporting

SNAP MANUAL 12/01/11

All SNAP households except those listed below are subject to the semi-annual reporting requirements. The households listed below are not required to submit a semi-annual report:

1. Households eligible to be assigned a certification period longer than 12 months (see [SNAP 8710](#), item 3).

EXCEPTION: Any of these households with a child support deduction will be assigned a 12-month certification period and will be subject to the semi-annual reporting requirements.

2. Migrant and seasonal farm worker households (see the Glossary for the definitions of a [Migrant Household](#) and a [Seasonal Farm Worker Household](#)). These households have limited reporting requirements, but are not required to submit a semi-annual report.
3. Households certified under the expedited provisions when verification is postponed (see [SNAP 9441](#)). These households will be certified for one or two months. They will be classified as occasional reporting households.
4. Households residing in a drug and/or alcohol treatment center (see [SNAP 1820](#)). These households will be assigned a one to three month certification period. They will be classified as occasional reporting households.
5. Households with a member participating in a strike (see [SNAP 1700](#)). These households have limited reporting requirements, but are not required to submit a semi-annual report.
6. Households composed entirely of SSI recipients when one of the SSI recipients has earned income from a sheltered workshop will be assigned a 12-month certification period but will not be subject to semi-annual reporting. These households will be classified as occasional reporting households.

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11500 Semi-Annual Reporting Households

11520 Entering Semi-Annual Reporting

EXCEPTIONS: Any SSI household with a child support deduction and any SSI household with earnings from employment other than a sheltered workshop will be will be subject to semi-annual reporting.

7. Households assigned a one or two month certification period under the policy in [SNAP 8710](#). Households will be assigned a one or two month certification period when it appears likely that the household will become ineligible to receive SNAP benefits in the near future. (This includes households that intend to leave the State in the near future.) These households will be classified as occasional reporting households.
8. Households consisting entirely of [age 60 or older/ individuals with disabilities](#) members, as defined in the Glossary, and minor dependent children. These households will be classified as occasional reporting households and assigned a 24-month certification period.

EXCEPTION: Any of these households with earned income will be subject to semi-annual reporting unless the earned income is paid to an SSI recipient who is working in a sheltered workshop. See item 6 above.

11520 Entering Semi-Annual Reporting

SNAP MANUAL 12/01/03

A household may only enter semi-annual reporting when an initial application or an application for recertification is approved. In the following situations a household must be given a full explanation of semi-annual reporting:

- When a household enters semi-annual reporting for the first time.
- When a household was not subject to semi-annual reporting during the last certification period.
- If more than one full calendar month has elapsed since the household last participated in the Program.

The worker will provide a pamphlet to the household and will explain:

- That the household must submit a semi- annual report form in the sixth month of the certification period including a brief explanation of how to complete and return the form.
- That limited reporting household must report certain changes, and what those changes are, and how to report them. (*A Change Report Form DCO-234 and a CHANGE REPORT ADDENDUM: The Limited Reporting Requirements* will be issued to the household.)

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11500 Semi-Annual Reporting Households

11530 Processing Standards

- That the household is allowed to report other changes at any time.
- That failure to return the semi-annual report will result in case closure.

At the recertification interview, a pamphlet and an abbreviated explanation of semi-annual reporting will be furnished to households subject to the semi-annual reporting requirement. This explanation may consist of:

- A review of the limited reporting requirement;
- A review of the changes which are to be reported on the semi-annual report; and
- An explanation that failure to return the semi-annual report will result in case closure.

11530 Processing Standards

SNAP MANUAL 10/01/03

One semi-annual reporting form will be generated during a 12-month certification period. The semi-annual report month will be based on the date of application not the date of application approval.

EXAMPLE: An application is submitted on April 16. Regardless of whether the application is approved in April or May, the semi-annual report form will be processed during the month October. The household will be recertified in March.

When a household is recertified, the semi-annual report form will be processed six full months into the new certification period.

EXAMPLE: A household applies and is recertified in December. The new certification period begins in January. The semi-annual report form will be processed in June . The household will be recertified again in December.

Semi-annual reports will be extracted five work days from the end of the month and mailed three days after extract. The form will be due on the fifth of the following month. The household must submit a semi-annual report form before the end of the report month, or the case will automatically close. Semi-annual reports received in the county office on or before the due date (the fifth of the month) must be completed before the end of the report month. This means the household must be notified before the end of the report month of the effects of the report on eligibility and benefit amount.

Semi-annual reports received in the county office after the due date but postmarked before the end of the report month must be processed within 10 days or before the end of the report month, whichever is later. If the last work-day falls on a weekend or holiday, forms received on

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11500 Semi-Annual Reporting Households

11531 Semi-Annual Households – Special Circumstances

the first work day of the following month will be considered to have been received before the end of the report month. Processed means: 1) that a case action has been completed and keyed, or 2) that a Semi-Annual Reporting Request for Information has been issued to request required verification. Households required to submit verification must be allowed until the end of the report month to provide requested information unless this will allow the household less than 10 days to provide the verification.

If the household submits a semi-annual report before the end of the report month but the county does not key a case action by the end of the month, the case will automatically close. If the household is later determined to be eligible, the case must be reinstated. For example, if the SR form is submitted on the last day of the month, but county office worker requests required verification, the case will close. If the verification is received from the household within the specified time, the SR must be processed and the case reinstated if the household is eligible. (Households that are not eligible must be issued an adequate notice advising them of the reason for the ineligibility.)

11531 Semi-Annual Households – Special Circumstances

SNAP MANUAL 10/01/03

Occasionally, a semi-annual reporting household will report a change in the last twenty days of the fifth month of the certification period. The change must be processed if there is adequate time to affect the household's benefits for the sixth month of the certification period. If not, the change will be processed when the semi-annual report is processed.

In some instances, a household will be issued an advance notice of adverse action that expires during the last ten days of the fifth month of the certification period. See below for the correct procedure to follow in these instances.

SITUATION 1: In the first two weeks of the fifth month, a semi-annual reporting household reports a change. Verification is requested. The household submits the verification as requested.

Action: If the verification is provided in time to affect the sixth month of the certification period, the change will be processed immediately. If not, the change will be processed when the semi-annual report form is submitted.

SITUATION 2: In the last two weeks of the fifth month of the certification period, a semi-annual reporting household reports a change. Verification is requested. The

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11500 Semi-Annual Reporting Households

11540 Completion of the Semi-Annual Report Form

household does not submit the verification before the semi-annual report form is extracted. The household submits the semi-annual report form.

Action: If the case remains open for any reason, the semi-annual report form will be processed.

If the case has been closed, the correct action will depend on when the semi-annual form was mailed to the household.

- a. If the semi-annual report form was sent to the household before the 10 day notice of adverse action expired, the case will remain open and the semi-annual form will be processed..
- b. If the semi-annual report form was sent to the household after the 10 day notice of adverse action expired, the case will remain closed and the household instructed to reapply.

SITUATION 3: A household moves. The SNAP case is transferred to the new county of residence. The household submits the semi-annual report form after the closure occurs.

Action: A new application must be submitted in the county where the household lives. The household will be so notified by the county receiving the semi-annual report form.

11540 Completion of the Semi-Annual Report Form

SNAP MANUAL 09/01/99

A copy of the semi-annual report will be issued to each county office. The form will also be available on DHS SHARE. The form may accessed through DHS SHARE, printed and provided to any household that requests a semi-annual report form for any reason.

The names and birth dates of the case head and all household members must be entered on the form. The form must be signed by the case head or other responsible household member or the authorized representative. Forms that do not contain the names of household members and a legitimate signature will be returned to the household for completion. If names, but no birth dates appear on the form, the worker may contact the household by telephone for the dates of birth or the name of the case head. (Workers entering information on the form must use a different color ink, must initial the entry and must document the name of the household member who provided the information.) If the household cannot be reached by telephone, the form will be returned to the household for the necessary information.

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11500 Semi-Annual Reporting Households

11550 Verification to be Submitted with Semi-Annual Report Form

Unsigned forms will be returned to the household. In other instances, when a form lacks sufficient information to determine the household's current circumstances, the household may be interviewed by telephone. Information provided in a telephone interview will be clearly labeled and the following information documented - the name of the person interviewed, the date of the interview and the name of the worker who conducted the interview. If telephone contact is not possible the form may be returned to the household for completion. The household will be given until the end of the report month or 10 days, whichever is later, to return the completed form. The incomplete form will be accompanied by a *Notice of Required Verification* (DCO-218), explaining that if the form is not returned by the date indicated on the DCO-218, the case will close. The form will tell the household to contact the county office if assistance is needed in completing the form.

11550 Verification to be Submitted with Semi-Annual Report Form

SNAP MANUAL 10/01/08

The following income verification must be submitted with the semi-annual report.

1. Verification of earned income.

EXCEPTIONS: Self-employment income that has been annualized need not be re-verified when the semi-annual report is submitted. Contractual income that has been annualized need not be re-verified when the semi-annual report is submitted.

2. Verification of unearned income from a new source.
3. Verification of unearned income that has increased or decreased by more than \$50.00. (Verification is not required if the change is \$50 or less.)
4. Verification of a declared child support deduction. If this is a new deduction, both the amount of obligation and the amount of child support paid must be verified. For existing deductions, the obligation to pay must be verified only if a change is reported. The amount of child support paid must be verified at each semi-annual report.
5. Verification of declared dependent care cost. If this is a new deduction, the amount paid, the frequency of payment, and name including address and telephone number of the provider must be documented. For existing deductions, the dependent care cost must be verified only if a change is reported.

See the chart in [SNAP 11580](#) for additional information about required verification.

When the semi-annual report is processed, the budget will be calculated prospectively. Therefore, for earned income, the household must submit, at a minimum, verification of

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11550 Verification to be Submitted with Semi-Annual Report Form

earnings received in the 30-day period prior to the date of completion of the form. (Usually, this will be the two or four most recently received check stubs.) If the household submits additional verification, this verification may be used to anticipate the household's income for the upcoming six-month period. See [SNAP 7512](#) and [SNAP 7523 - 7523.2](#) for additional information.

If the form is submitted some time after the date it was completed and signed, the worker is allowed, but not required, to obtain verification of additional pay the household should have received by the date of submission. For example, if the income verification submitted by the household with the form is representative of the household's current pay, the household may not need to submit additional verification.

Questionable information that appears on the form must also be verified. The worker will request verification and/or collateral contact if:

- The household is no longer reporting unearned income from a previously declared source;
- A new member has been added, the new member is subject to the work registration requirements and no income was reported for this member; or
- The household's expenses exceed its income and unreported income and/or unreported household members are suspected.



NOTE: Verification is not required at every report where the expenses reported by the household exceed the household's income. However, verification is allowed if the worker feels the household's situation is QUESTIONABLE. See below for additional information.

The worker may request verification of any questionable situation. However, the reason the situation is considered questionable must be documented in the case record. For example, if a household is reporting there has been no change in a source of unearned income that has historically fluctuated by more than \$50.00, the worker may request verification of the income from that source.

In addition, the worker may refer cases to the Field Investigator or may conduct a field investigation if there is reason to think information provided on the form is false. If possible, the investigation should be completed before the form is processed. See [SNAP 12440](#) for additional information about reports from Field Investigators.

Verification must always be requested via a *Notice of Required Verification* (DCO-218) accompanied by a BRM envelope. The deadline for providing required verification must always

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11560 IEVS Reports

be the last day of the report month unless the deadline must be extended. *(If necessary, the deadline must be extended into the month following the report month to allow the household a full 10 days to provide required verification. If the 10-day period ends on a weekend or holiday, the deadline will be further extended until the end of the first workday following the weekend or holiday.)*

An eligible household will be reinstated when the required verification is furnished before the specified deadline but after the case has closed. An adequate notice will be issued to ineligible households as explained in [SNAP 11570](#).

If a household does not submit required verification before the specified deadline (except for verification of child support payments, dependent care costs, medical expenses or actual utilities), the household's case will close. If the verification is submitted after the deadline, the household will be issued a *Notice of Action* (DCO-1) stating that the SNAP case has already been closed and the household must reapply.

If verification of child support payments, dependent care costs, medical expenses or actual utility costs is not supplied before the deadline, the expense will be disallowed. The case will be closed only if other verification is missing or the household's income exceeds the limits when the expense is disallowed.

11560 IEVS Reports

SNAP MANUAL 01/01/06

See [SNAP 2610](#) for a full explanation of the IEVS requirements.

At the time of or before the semi-annual reporting form is processed, a DHS county office worker (clerical worker, case worker, etc.) must inquire to the WESD screen for at least the following household members:

- Age 16 or 17 and not receiving disability benefits or enrolled in school full time.
- Age 18 to 65 and receiving disability benefits.

A county office worker must print both the UI (unemployment insurance) history screen and the wage history screen for these household members. The information contained on the UI screen is considered as verified upon receipt. County office workers may use this information to verify statements provided on the semi-annual report. If the household has not declared information found on the UI screen, the county office worker will resolve the discrepancy before the semi-annual report is processed.

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11500 Semi-Annual Reporting Households

11561 Delaying Processing to Get IEVS Information

The information on the WAGE screen may be several months old and must be independently verified. If the information on the WAGE screen indicates that someone in the household may be working and the employment was not reported on the semi-annual report, the county office worker must resolve the discrepancy. To resolve the discrepancy, the county office worker will ask the household if the household member is currently employed. If the response is “no”, the county office worker will determine why he or she is no longer employed. Verification will be requested if appropriate. If the response is “yes”, the county office worker will request verification of current earnings before the SR is processed.

11561 Delaying Processing to Get IEVS Information

SNAP MANUAL 10/01/03

The deadline for providing required verification of IEVS information will be the end of the semi-annual report month. However, if necessary, the deadline will be extended into the month following the report month to allow the household 10 days to provide the requested verification. If the household furnishes the required verification before the specified deadline but after the case has closed, eligible households will be reinstated. If the household is not eligible, an adequate notice will be issued. (See [SNAP 11570](#).)

If the household does not submit the required verification before the specified deadline, the household’s case will close. If the verification is submitted after the deadline, the household will be issued a *Notice of Action* (DCO-1) stating that the SNAP case has already been closed and the household must reapply in order to participate in the Program.

11562 Changes to IEVS Screen After Form Processed

SNAP MANUAL 0/101/06

~~DELETED 01-01-06~~

11570 Notices – Semi-Annual Reporting Households

SNAP MANUAL 10/01/03

An adequate notice will be issued to any household whose SNAP benefit amount changes as a result of information reported on the semi-annual report. The adequate notice must be received by the household before or at about the same time the household’s benefits will normally be received. The adequate notice must advise the household of:

- The nature of the change;
- The reason for the change; and

SNAP CERTIFICATION MANUAL – SECTION 11000

11500 Semi-Annual Reporting Households

11571 Special Situations/Exemptions from Notice

- The effective date of the change.

An automated notice may be issued in most circumstances.

11570.1 Returned Mail

SNAP MANUAL 02/01/18

When mail is returned by the post office with a message from the post office indicating that the addressee is unknown, has moved and left no forwarding address, or that the address provided does not exist, a Request for Contact (RFC) must be sent. If the addressee does not respond to the RFC then a 10 day notice to close the case will be sent. The worker must ensure that a county office error did not cause the mail to return. The county office worker must also ensure that the household has not reported an address change which was not processed or was processed incorrectly. The returned mail, including the envelope, must appear in the case record. The action to close the case must be fully documented.

11571 Special Situations/Exemptions from Notice

SNAP MANUAL 02/01/18

In the situations listed below adverse action may be taken on a semi-annual reporting case without the issuance of a notice.

1. Death of All Household Members
When all household members have died, the case will be closed immediately. No notice will be issued.
2. Move From the State
When all household members have moved from the state, the case will be closed immediately. No notice is required; however, one may be provided upon request.
3. Completion of Restoration of Lost Benefits
Some households elect to receive a restoration of lost benefits in installments. Such households must be notified in writing of the last month restored benefits will be received (see [SNAP 13310](#)). If the household was properly notified at the time the restoration was authorized, no notice need be sent after all installments have been authorized.
4. Anticipated Changes in Monthly Benefits
SNAP benefits may vary from month to month due to anticipated changes (see [SNAP 7523.3](#)). If the household was notified of these variations at certification, no additional notice is required.

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11500 Semi-Annual Reporting Households

5. Case Closed at Household’s Request

When a household voluntarily requests case closure in writing, no notice is required. If a verbal request for closure is made by the household in the presence of the county office worker, written confirmation of the closure will be issued via a *Notice of Action* (DCO-1). The written confirmation will not offer the household the same protection as an adequate notice (see the SNAP Glossary Appendix definition of [Notice of Action](#)). Should the household appeal the action to close the case, benefits will not be continued pending a decision.

11580 Summary Chart

SNAP MANUAL 10/01/08

Semi-Annual Reporting (SR)

Type of Change	Reporting Requirements	Processing Standard	Verification Code	Notice Code
Earned Income	When SR forms is submitted	End of report month	VR	AN
INCOME – Change in source	When SR form is submitted	End of report month	VR	AN
UNEARNED INCOME – Increases or decreases by \$50 or less	None	End of report month	VIO/VQ	AN
UNEARNED INCOME – Increases by more than \$50	When SR form is submitted	End of report month	VR	AN
UNEARNED INCOME – Decreases by \$50 or more	When SR form is submitted	End of report month	VR	AN
LIQUID RESOURCES Reach or exceed \$2,250	When SR form is submitted	End of report month	VIO	AN
VEHICLES Acquires a vehicle	When SR form is submitted	End of report month	VIO	AN
MOVE TO A NEW RESIDENCE	When SR form is submitted	End of report month	VQ	AN
HOUSEHOLD MEMBER – Enters home	When SR form is submitted	End of report month	VQ	AN
HOUSEHOLD MEMBER – Leaves home	When SR form is submitted	End of report month	VQ	AN

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11500 Semi-Annual Reporting Households

Type of Change	Reporting Requirements	Processing Standard	Verification Code	Notice Code
SHELTER COSTS	Only if change of residence – If so, when SR form is submitted	End of report month	Entitlement To Standard – VQ Actual Utility Costs – VS25	AN
DEPENDENT CARE COSTS	None	End of report month	VC	AN
CHILD SUPPORT	None	End of report month	VR	AN
MEDICAL COSTS	None	End of report month	VS25	AN
NOTICE CODES FOR REPORTED CHANGES				

Notice Codes for Reported Changes

- ANIssue an adequate notice.
- NOAAIssue an advance notice of adverse action.
- NONNo notice is required.

Verification Codes for Reported Changes

- VC.....This information must be verified when the amount paid or caretaker/provider changes.
- VRThis information must be verified.
- VQThis information must be verified if questionable.
- VIOThis information must be verified if incomplete, inaccurate, inconsistent, or outdated.
- VS25.....This information must be verified if the source has changed or the amount has changed by more than \$25.

SNAP CERTIFICATION MANUAL – SECTION 11000

11600 Midpoint Reviews on 24 Month Certifications

11610 Processing Standards

11600 Midpoint Reviews on 24 Month Certifications

SNAP MANUAL 12/01/11

At any application (initial or recertification), a certification period of up to 24 months may be assigned to any household in which there is no earned income, all household members are eligible, and each household member is either age 60 or older or is an individual with disabilities as defined in the Glossary under [Aged/Disabled](#) or minor dependent children. A household composed entirely of members age 60 or older and individuals with disabilities and minor dependent children age 15 or younger may also be assigned a 24-month certification period if no household member has earnings or a child support deduction.

All households assigned a 24 month certification period are subject to the occasional reporting requirements (see [SNAP 11350](#)). Additionally, these households must submit a signed *SNAP Midpoint Review* (DCO-244) at the end of the first 12 months of the certification period.

On the last work day of each month or at the time of monthly extract, a DCO-244 will be generated for each household in its 10th month of certification when the certification period is longer than 12 months. For example, on January 31, a DCO-244 will be issued for each household with a certification period longer than 12 months when the 12th month of certification ends in March. DCO-244s will be accompanied by a report entitled “*FS Cases Selected for Annual Review for MONTH*” ([SNAP 4026](#)).

During the household’s 11th month of certification, the county office will mail the DCO-244 to the household along with a *Midpoint Review Instruction Sheet* (DCO-235). The DCO-244 and DCO-235 should be mailed after the 15th day of the month but before the end of the month. The DCO-244 is intended to be used with a window envelope.

11610 Processing Standards

SNAP MANUAL 09/01/99

The household must return the *SNAP Midpoint Review* (DCO-244) no later than the 15th day of the household’s 12th month of certification. If the 15th day of the month falls on a weekend or holiday, the deadline for receipt will be extended to the first work day following the 15th. Failure to return the DCO-244 by the last day of the 12th month of certification will result in case closure.

When a household returns a signed DCO-244 by the 15th day, the county must process the report before the end of the month. Any signed DCO-244 returned before the end of the 12th

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11600 Midpoint Reviews on 24 Month Certifications

11620 Interviews

month of certification must be processed. When DCO-244s are processed after the end of the month, the household's benefits must be reinstated.

11620 Interviews

SNAP MANUAL 10/01/03

There is no requirement for a formal interview at the midpoint review. An informal interview may be conducted when information reported on the form is inaccurate, inconsistent or incomplete. (See the Glossary definition of [Verification](#) for definitions of the terms "inaccurate", "inconsistent", and "incomplete.") Even then, when the household has reported information that can be clarified through the submission of documentary evidence, it will not be necessary to conduct an interview.

An interview may be conducted with any responsible household member or with the household's authorized representative (AR). A telephone interview will be conducted whenever possible. If the household cannot be interviewed by telephone or does not wish to be interviewed by telephone, an in-office interview or a home visit may be substituted. Interviews will be scheduled via a *Request for Information at Midpoint Review* (DCO-103).

11630 Processing Midpoint Review Forms

SNAP MANUAL 09/01/99

Returned *Midpoint Review Forms* (DCO-244) need not be fully completed. As long as the household returns a signed form, the worker may obtain the remainder of the needed information through an interview or other reliable documentary sources.

Unsigned DCO-244s received in the county office will be returned immediately to the household with a completed *Request for Information* (DCO-103). The household must be given at least 10 days from the date the notice is issued to return a signed form. If the form is returned after the end of the 12th month of certification but before the 10 day notice period expires, the household's benefits may be reinstated.

All medical expenses must be reported and verified at the midpoint review. See [SNAP 11640](#) for instructions.

No special verification requirements will be imposed for changes reported at the time of the midpoint review. Households required to furnish verification must be allowed at least 10 days to do so. (It may be necessary to reinstate some cases in order to insure the household has 10 days

SNAP CERTIFICATION MANUAL – SECTION 11000

11600 Midpoint Reviews on 24 Month Certifications

11630 Processing Midpoint Review Forms

to furnish verification.) When verification is needed, the worker will issue a DCO-103 to the household.

A household's case will not be closed solely due to failure to provide verification of a deductible expense. Instead, the expense will be disallowed. The case will be closed only if the household's net income exceeds the maximum allowed after the expense is disallowed. (See [SNAP 8961](#) if the net income exceeds the maximum, but the household is categorically eligible.)

Verification of deductible expenses received after the stated deadline will be handled as a reported change. The day after the date of receipt will be considered day one of the 10 day change processing period.

The following chart provides specific references to policy which explains the verification and processing of reported changes.

TYPE OF CHANGE	POLICY REFERENCE
RESIDENCE/ADDRESS	SNAP 12210-12211
HOUSEHOLD COMPOSITION	SNAP 12220-12228
LIQUID RESOURCES/VEHICLES	SNAP 12230-12233
INCOME	SNAP 12240-12242



NOTE: Changes in shelter costs are only required to be reported when the household has actually moved to another address. Households that do report a change in shelter costs when the midpoint review is submitted have the right to choose between using the actual utility costs or the utility standard in the SNAP budget when the midpoint review is processed.

Any change in SNAP benefit amount resulting from a change reported at the midpoint review will be effective in the 13th month of the certification period.

If, as a result of a change reported at the midpoint review, a household becomes ineligible, the case will be closed unless the household is categorically eligible as explained in [SNAP 8961](#).

If the household is no longer entitled to a 24-month certification period due to a change reported on the midpoint review, the case will not be closed. Instead, the household's certification period will be shortened as instructed in [SNAP 11660](#).

SNAP CERTIFICATION MANUAL – SECTION 11000

11600 Midpoint Reviews on 24 Month Certifications

11640 Handling Medical Expenses

11640 Handling Medical Expenses

SNAP MANUAL 06/01/01

At the time of the midpoint review, the medical expenses of each household member must be declared and verified. See [SNAP 6500-6526](#) for a full explanation of the procedures for allowing a medical deduction.

When an applicant household is assigned a certification period longer than 12 months, the household will be given the following options for handling one-time medical expenses incurred by the household during the first 12 months:

- Deducting the expense for one month; or
- Averaging the expense over the remainder of the first 12 months of the certification period; or
- Averaging the expense over the remainder of the entire 24-month certification period.

Any one time medical expenses that were prorated over part or all of the household's first 12 months of certification must be dropped when the *Midpoint Review Form* (DCO-244) is processed.

One-time medical expenses will be allowed in the second twelve month period if the expense was incurred or payment otherwise became due in the month of the midpoint review or the month prior to the midpoint review. Any expenses no longer being incurred by the household must be dropped from the budget, and new expenses must be added to the budget.

When a one-time medical expense is reported at the midpoint review or during the second 12 months of the household will be given the following options:

- Deducting the expense for one month; or
- Averaging the expense over the remainder of the certification period.

If the household declares medical expenses but does not provide verification or provides inadequate verification, this information will be requested via the *Request for Information* (DCO-103). The household may provide this information at any time before the end of the 12th month of certification unless the DCO-103 is sent during the last 10 calendar days of that month. In that case, the household must be allowed 10 days to provide the needed verification of medical expenses.

SNAP CERTIFICATION MANUAL – SECTION 11000

11600 Midpoint Reviews on 24 Month Certifications

11650 Notices

Failure to return verification of medical expenses must not cause the household's case to close unless net income exceeds the standards as a result of the disallowance of unverified medical expenses.

11650 Notices

SNAP MANUAL 06/01/01

An adequate notice will be issued to each household at midpoint review to advise the household that the review has been completed. Any changes must be explained on the notice. The notice should be received by the household before or at about the same time that the next SNAP benefits should become available.

These notices will be issued manually via a *Notice of Action* (DCO-1).

11660 Shortening the Certification Period

SNAP MANUAL 09/01/99

If the household is no longer entitled to a 24-month certification period due to a change reported on the midpoint review, the case will not be closed. Instead, the household's certification period will be shortened as instructed here in SNAP 11660.

When a change is keyed to a case with a certification period longer than 12 months and the household is no longer eligible for the longer certification period, a system edit requires that the household's certification period be shortened. The new certification period must end two full months after the change becomes effective. (For example, if the change will become effective in July, the certification period will end in September.) This allows for the automatic generation of a *Notice of Expiration* (DCO-239).

To shorten a 24-month certification period the county office worker must:

- Run a budget to determine the results of the action. Shorten the certification period to expire two months from the date of expiration of the advance notice of adverse action. (This will allow time for the DCO-239 to be automatically generated.) Do not submit the budget.
- Make the increase effective with the next month's benefits if, as a result of the change, the household's benefits will increase. (Supplemental benefits may be required.) Make the decrease effective with the first month following the expiration of the NOAA if benefits will decrease.

SNAP CERTIFICATION MANUAL – SECTION 11000

11600 Midpoint Reviews on 24 Month Certifications

11660 Shortening the Certification Period

- Manually prepare an advance notice of adverse action (NOAA) to advise the household that the certification period will be shortened. If the change will result in an increase or decrease in benefits, the NOAA must also advise the household of the change in benefits.
- Submit the budget to the mainframe if the household does not appeal the action during the 10-day adverse action period. If the household appeals the action, do not submit the budget until the hearing is conducted.

SNAP CERTIFICATION MANUAL – SECTION 11000

11700 Mass Changes

11710 Notices at Mass Change

11700 Mass Changes

Mass changes are based on legislative or regulatory actions that affect all or a substantial portion of the statewide SNAP case load. Households are not responsible for reporting changes that will be handled as a mass change.

Examples of mass changes include:

- Changes in the income eligibility standards;
- Changes in the earned income deduction, standard deduction, dependent care deduction, or shelter deduction.
- Changes in the SNAP benefit amount (NBI);
- Cost of living adjustments (COLA) on SSI or SSA payments; and
- Changes in the TEA rate of payment.

COLAs will be effective in the month of the increase unless the case cannot be automatically adjusted. Cases that cannot be automatically adjusted will be processed manually. Manually processed COLAs must be reflected in the SNAP case no later than the second issuance of benefits available to the household after the month in which the change was effective.

11710 Notices at Mass Change

SNAP MANUAL 09/01/99

Notices will be mailed to all affected households. Depending on the nature of the change, the notices may either be general or specific.

General notices will explain the nature of the change, how the change may affect the household's SNAP benefits, who the household may contact if there are questions, and how the household may request an administrative hearing. Specific notices contain the same information; however, the household's old and new SNAP benefit amount will be stated.

11720 Reports at Mass Change

SNAP MANUAL 09/01/99

Reports generated at the time of a mass change may include the *List of Changes*, a *Mismatch List* and a *List of Closures*. Not all reports are generated at all mass changes. For example, a mismatch list is generated for a COLA mass change but not for an NBI mass change.

The county's responsibilities for clearing these reports are explained in [SNAP 11721](#) through [SNAP 11730](#).

SNAP CERTIFICATION MANUAL – SECTION 11000

11700 Mass Changes

11721 List of Changes

11721 List of Changes

SNAP MANUAL 09/01/99

This report is generated at every mass change under various titles. It is provided mainly for reference. The information that appears on this report is listed below:

- Case name
- Case number
- Category (NA or PA)
- Current ending certification date
- Old SNAP benefit amount
- New SNAP benefit amount

Other information will be provided depending on the nature of the change.

11722 List of Mismatches

SNAP MANUAL 09/01/99

This report is generated at a mass change when income on the SNAP file must be matched to income on other files. Changes that require this type of matching include, but are not limited to, SSA and/or SSI increases and decreases.



NOTE: SSA amounts do not appear on the Recipient Master File unless the member also receives SSI. Increases in SSA that cannot be obtained from the Recipient Master File are calculated.

The mismatch list is a report of the cases which could not be automatically changed because a problem existed with the information on either file. The report contains the following information.

- Name & SSN of the case head
- Category (NA or PA)
- Ending date of the certification period
- SSN of member whose income mismatched

Other information will be provided depending on the nature of the change.

The reason for the mismatch is indicated by a code. These codes are listed below:

- 1 Two individuals on the Recipient Master File (ACES) have the same SSN.

SNAP CERTIFICATION MANUAL – SECTION 11000

11700 Mass Changes

11723 List of Closures

- 2 Two household members on the SNAP Master File (FACTS) have the same SSN.
- 6 Income which appears on ACES for a household member does not appear on FACTS for the same member.
- 7 Income which appears on FACTS for a household member does not appear on ACES for the same member.
- 8 SNAP benefits would have increased if the case had been recalculated.
- 9 The new amount of income on the case page of WFSM differs by more than \$2 from the sum of the amounts calculated for members on WFSM. Therefore, case and member's income do not agree.
- 10 An SSA amount is on FACTS for an SSI recipient, but the SSA is not on ACES for that member.

The following actions must be completed to clear a mismatch:

- Obtain the case record.
- Resolve the discrepancy that caused the mismatch.
- Recalculate the budget using the new income amounts. Verify the new income amount using information available in the county office. (When only SSA is received, calculate the new SSA amount using the current percentage of increase.)
- Issue an advance notice of adverse action if the household's benefits will decrease or the case will close.

11723 List of Closures

SNAP MANUAL 09/01/99

This is a listing of cases closed during the mass change because the net income exceeds the maximum allowed. These reports are generated only to counties where at least one case closure occurred. The following information appears on the report.

- The name and SSN of the case head
- Category (NA or PA)
- Old and new net income amounts

Each case listed on the report must be examined by a county office worker to ensure the validity of the closure. If the closure is found to be correct, the worker will document that the case has been checked and the closure found to be correct. The worker will initial and date this documentation. No additional action is required since closure notices are issued automatically.

If the closure is incorrect, the case must be reopened. No new application is required.

SNAP CERTIFICATION MANUAL – SECTION 11000

11700 Mass Changes

11730 Administrative Hearing Rights at Mass Change

11730 Administrative Hearing Rights at Mass Change

SNAP MANUAL 09/01/99

Households are advised via an automated notice of their rights to an administrative hearing. For valid closures, benefits will be reinstated only if the household feels policy was misapplied or the budget was computed incorrectly.

The household's statement of when the notice was received will be used to determine the 10 day advance notice period during which reinstatement may be requested. In questionable cases, the Supplemental Nutrition Assistance Program Section, Central Office, will be contacted to determine the approximate date the notice was mailed.

SNAP CERTIFICATION MANUAL – SECTION 12000

12100 Processing Reported Changes – Summary

12110 Intentional Failure to Comply With a Program Requirement

12100 Processing Reported Changes – Summary

SNAP Manual 10/01/03

All reported changes are handled in much the same fashion regardless of the source of the report. For example, a budget prepared as the result of a change in income would be the same for a limited reporting household as for an occasional reporting household

This section provides instructions for processing reported changes. Unless otherwise specified, these instructions will apply uniformly to all reported changes.

12110 Intentional Failure to Comply With a Program Requirement

SNAP MANUAL 10/01/03

Supplemental Nutrition Assistance Program benefits will not be increased when benefits received under another means-tested Federal, State or local welfare or public assistance program, like Transitional Employment Assistance (TEA) or SSI, are reduced, suspended or terminated due to intentional failure to comply with a requirement of that program.

EXAMPLE: A household’s SNAP benefits will not be increased if a member’s TEA cash assistance is reduced because he or she intentionally failed to comply with a TEA requirement.

The prohibition against increasing SNAP benefits will last no longer than the duration of the penalty imposed by the TEA or SSI Program and will be applied concurrently with the TEA or SSI sanction. Should the TEA or SSI sanction end because the household has complied with the TEA or SSI Program requirement, the prohibition against increasing SNAP benefits will also end.

The DCO county worker is not required to make any decisions about whether a failure or refusal to comply with an SSI Program requirement was intentional. The worker must simply verify if a known decrease in SSI benefits resulted from an intentional failure to comply with the requirements of that program.

If an adverse action to an SSI benefit is not specifically identified as resulting from an “intentional” failure to comply, the reduced benefit amount will be shown in the SNAP budget so long as there has been a good faith effort to get information about the reason for the action. If an adverse change in an SSI check is due to a readily identifiable change such as, but not

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12100 Processing Reported Changes – Summary

12110 Intentional Failure to Comply With a Program Requirement

limited to, receipt of additional income, SSA need not be contacted for information about the reason for the change.

EXAMPLE: An SSI check is reduced. The reason for the reduction is unknown. The worker cannot get any information from SSA to confirm that the reduction is due to an intentional failure to comply with an SSI Program requirement. The new, reduced SSI amount will be shown in the SNAP budget. All efforts to obtain information from SSA must be documented in the case record.

The prohibition against increasing the household's SNAP benefits will follow the individual who intentionally failed to comply with a TEA or SSI requirement. If this person leaves the household, the prohibition against increasing benefits will end. If this person joins another household before the sanction is ended, the prohibition will apply to the new household.

If imposition of a sanction for intentional failure to comply is delayed by the program in which the failure occurred, the household's SNAP benefits will not be affected. When the sanction is imposed by the other program, the prohibition against increasing the SNAP benefits will also begin.

12110.1 When the Provision Will Not Apply

SNAP MANUAL 09/01/99

This provision will not apply:

- When TEA recipients are not allowed to add newborn children to an existing TEA Cash Assistance grant.
 - These children may be added to the SNAP case even if they are prohibited from receiving TEA.
- When there is a reduction, termination or suspension in benefits paid under the Social Security Disability Insurance (SSDI) Program regardless of the reason for the reduction.
- When the agency that administers the other program will not cooperate in providing the necessary information.

12110.2 Sanctions for Failure to Comply with TEA Requirements

SNAP MANUAL 10/01/03

The Arkansas Transitional Employment Assistance (TEA) Program is a means-tested State public assistance program. Therefore, the provisions in [SNAP 12110](#) apply to any intentional failure to comply with the TEA Program including failure to comply with the TEA Program work activities.

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12100 Processing Reported Changes – Summary

12110 Intentional Failure to Comply With a Program Requirement

1. Failure to comply with a TEA program requirement **will not include**:
 - a. Failure to appear for the initial assessment interview;
 - b. Failure or refusal to complete the TEA application process; or
 - c. Requesting the TEA case be closed.
2. After TEA eligibility is established, failure to comply with a program requirement will include:
 - a. Failure to cooperate with the Office of Child Support Enforcement (TEA2140);
 - b. Failure to comply with the school attendance requirements (TEA2260);
 - c. Failure to comply with immunization requirements (TEA 4153);
 - d. Failure to participate in a work activity (TEA 2400);
 - e. Failure to participate in an Employability Assessment (TEA 3100);
 - f. Refusal to accept employment or terminating employment (TEA 3501);
 - g. Failure to cooperate with Quality Assurance (TEA 4142); and
 - h. Intentional Program Violations (TEA 8101);

Whenever a TEA case is closed or a TEA Cash Assistance grant is reduced for failure to comply with a TEA Program requirement, the county office worker must insure the household’s SNAP benefits do not increase. To do so, an amount equal to the reduction in TEA benefits must continue to be counted in the SNAP budget. If the TEA case is closed, the TEA grant will continue to be shown in the SNAP budget. See [SNAP 12110](#) for instructions.

The following chart specifies how long the TEA grant (or the amount of the grant attributed to the sanction) must continue to be shown in the SNAP budget:

Reason for Sanction	Action in TEA Case	Length of Time to Count TEA In FS Budget
Failed to cooperate with the Office of Child Support Enforcement	25% reduction in TEA payment	Until adult complies or case closes
Failed to comply with school attendance requirements	Child is dropped - 25% reduction in TEA payment	Until child complies, turns 18, or case closes
Failed to comply with immunization requirement	25% reduction in TEA payment	Until adult complies or case closes
Failed to participate in a work activity	First three months of non-compliance - 25% reduction in TEA payment.	Until adult complies or case closes.
	Second three months of non-compliance - 50% reduction in TEA payment.	

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12100 Processing Reported Changes – Summary

12110 Intentional Failure to Comply With a Program Requirement

Reason for Sanction	Action in TEA Case	Length of Time to Count TEA In FS Budget
	Sixth month of non-compliance - Possible case closure.	For three months following the month in which the case closure occurred.
Minor parent failed to comply with work activity	First three months of non-compliance - 25% reduction in TEA payment. Third month of non-compliance - 50% reduction in TEA payment.	Until minor parent complies or case closes
Failed to participate in an employability assessment	First three months of non-compliance - 25% reduction in TEA payment.	Until adult complies or case closes.
	Second three months of non-compliance - 50% reduction in TEA payment.	
	Sixth month of non-compliance - Possible case closure.	For three months following the month in which the case closure occurred.
Failed to accept employment or terminated employment as a result of	First three months of non-compliance - 25% reduction in TEA payment.	Until adult complies or case closes.
	Second three months of non-compliance - 50% reduction in TEA payment.	
	Sixth month of non-compliance - Possible case closure.	For three months following the month in which the case closure occurred.
Failed to cooperate with Quality Assurance	Case closed	For three months following the month in which the case closure occurred.
Intentional Program Violation (IPV)	First - Head of household disqualified for one year.	For duration of IPV penalty period.
	Second - Head of household disqualified for two years.	For duration of IPV penalty period.
	Third - Entire household disqualified permanently.	For one year following the month in which the case closure occurred.

SNAP CERTIFICATION MANUAL – SECTION 12000

12100 Processing Reported Changes – Summary

12110 Intentional Failure to Comply With a Program Requirement

12110.3 Determining the Benefit Amount

SNAP MANUAL 10/01/03

Whenever a TEA or SSI reduction in benefits, case closure or suspension of benefits is reported to the DCO county worker, the worker must determine if the reduction was due to an intentional failure to comply with a program requirement. If so, the household's SNAP benefits will not be increased as a result. See [SNAP 12110](#) for additional information on getting information about adverse changes to SSI benefits.

If the amount equal to the reduction in TEA or SSI benefits must continue to be counted in the SNAP budget, this amount will be calculated by subtracting the amount of the TEA or SSI payment immediately after the sanction from the amount of the TEA or SSI payment immediately before the sanction. After this calculation, the amount attributed to the sanction will not change. This amount (the amount attributed to the sanction) will be shown in the SNAP budget for the duration of the sanction period regardless of subsequent changes to the TEA or SSI payment and/or the SNAP budget.

To avoid system mismatches, the current amount of TEA Cash Assistance will be shown in the budget as the TEA income. TEA or SSI amounts attributed to a sanction will be shown as "Other" income.

Changes in the household's circumstances unrelated to the sanction must be reflected in the SNAP budget. This includes changes in the assistance payment not related to a sanction. When TEA or SSI payments are suspended or a case is closed due to an intentional failure to comply with a program requirement, the payment the household was authorized to receive immediately prior to case closure/suspension will continue to be counted in the SNAP budget as other income

If a TEA or SSI sanction is expected to end before the household's current certification period expires, the case must be adjusted to reflect this change.

12110.4 Documentation

SNAP MANUAL 09/01/99

The following documentation is required when a household's SNAP benefits remain the same after a reduction in TEA or SSI benefits due to an intentional failure to comply with a program requirement:

- The source of income (TEA or SSI) which has been reduced, suspended or terminated;
- The reason for the reduction, suspension or termination;

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12100 Processing Reported Changes – Summary

12110 Intentional Failure to Comply With a Program Requirement

- The amount which continues to be counted as income in the SNAP case;
- How this amount was determined (include any necessary calculations); and
- When the sanction is expected to end.

The documentation should appear on a separate sheet of paper and should be moved forward to the current case action.

12110.5 Disqualification of Household Members

SNAP Manual 10/01/02

When a member of a TEA household who is not exempt from the work registration requirements for reasons other than receipt of TEA benefits fails to comply with a TEA work requirement, that household member may be disqualified under the provisions in [SNAP 3414](#). For the purposes of determining if a member should be disqualified, the TEA work requirements are:

- Failed to participate in a work activity
- Minor parent failed to comply with work activity
- Failed to participate in an employability assessment
- Failed to accept employment or terminated employment

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12200 Changes Reported by the Household

12210 Address Changes

12200 Changes Reported by the Household

SNAP MANUAL 10/01/03

12210 Address Changes

All households must report changes in their residence (moving from one location to another) and any related changes in shelter costs. This is the only time the household is required to report a change in shelter costs. Households subject to limited reporting and a four-month certification period must report changes in residence no later than the next recertification. Households subject to limited reporting and semi-annual reporting must report changes in residence no later than the semi-annual report. (Or, if the semi-annual report has been submitted, these changes must be report at the next recertification.)

All address changes, even those where no move has occurred, should be reported as quickly as possible to prevent delays in the receipt of information from the Agency.

12211 Actions to Take to Change an Address

SNAP MANUAL 10/01/03

Address changes do not require any change to the household's budget unless new shelter costs are reported. If the household is currently using the utility standard but is no longer entitled to do so, actual utility costs may be used in the budget if verified. If the household becomes entitled to use the utility standard as a result of the change in residence, the household must be offered this option.



NOTE: If a county office worker establishes through any source that a household has moved from Arkansas to another state, the household's case must be closed. This policy applies across the board to all SNAP households regardless of the household's reporting requirements. No advance notice is required (see [SNAP 11450](#) and [SNAP 11571](#)). If the worker suspects the household has moved from the State, a request for contact will be sent as instructed in [SNAP 12400](#).

See [SNAP 6600](#) - [6627](#) for a full explanation of allowable shelter costs.

12211.1 New Residence County

SNAP MANUAL 04/01/05

SNAP cases will be transferred from county to county in an "open" status. When a household moves within the State from one county to another, the county of residence must be changed

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12200 Changes Reported by the Household

12211 Actions to Take to Change an Address

on ANSWER. This will trigger certain actions on ANSWER and certain actions that the DHS county office must complete.



NOTE: Even if a household has chosen an alternate service county, the county must complete the actions stated in this section of policy since an address change has been reported.

When a household reports a new address that indicates that the household has actually moved into a county other than its current county of residence, a worker in the county to which the household has reported the change must submit a budget changing the county of residence on ANSWER. If the household's new address is known, the new address must be entered. If the new address is not yet known, no change will be made to the address currently appearing on ANSWER. When the budget is submitted, an automated notice will be generated to the household and a task will be created on the to-do list. (If the household has not selected an alternate county of service, the task will appear on the new residence county's to-do list. If the household has selected an alternate service county, the task will appear on the service county's to-do list. See [SNAP 1300](#) for information about selecting an alternate service county.)

The notice will be sent to the address that currently appears on ANSWER. The notice will serve as a request for contact and will meet all of the requirements of [SNAP 12400](#). The notice will advise the household that a reported address change indicates that the household has moved to a new county of residence **and that the household must contact the new county of residence.** At the time of the contact, the household must (if it has not already done so) report:

- New shelter costs;
- Changes in household composition if any have occurred;
- Income changes if any have occurred; and
- Any other changes related to the move.

The address and telephone number of the new county of residence or the current service county will be displayed on the request for contact. The household will be given 10 days beginning with the date of issue to contact the new county of residence or the service county.

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12200 Changes Reported by the Household

12211 Actions to Take to Change an Address

The text of the automated notice is:

You have reported that your household has moved from one county to another county located in Arkansas.

As a result of this move, you must contact the DHS county office in the county where you are currently living so we can evaluate your continued eligibility to receive food stamp benefits. (Note: If you have selected an alternate service county, please contact the DHS county office in your alternate service county.)

If you have not already done so, you must also report to this DHS county office if there were any changes as a result of your move. This includes:

- Changes in your shelter costs;
- Any new household members;
- Any household members who are no longer living with you; and
- Any changes in employment.

You must provide this information within 10 days of the date of this notice.

Please contact the DHS county office if you have any questions.

If the household responds to the request for contact, a DHS county office worker will determine the impact of the move on the household's benefit level – increase, decrease, or no change - and will properly notify the household. A notice must be sent even if there is no change in the household's eligibility or benefit amount.

If the household responds to the request for contact but doesn't provide all the information needed to determine its current eligibility, the manual advance notice of adverse action will specify the missing information and will advise the household that the SNAP case will be closed unless the missing information is provided within the specified time period.

SNAP CERTIFICATION MANUAL – SECTION 12000

12200 Changes Reported by the Household

12211 Actions to Take to Change an Address

If the household doesn't respond to the request for contact, a DHS county office worker **must** issue a manual advance notice of adverse action. The advance notice of adverse action, which must meet the requirements specified in [SNAP 12400](#), will state:

- The SNAP case will be closed unless the household responds to the request for contact; and
- That (if not already furnished) the household must furnish information about their new shelter costs and any other changes that occurred as a result of the move; and
- That if the SNAP case is closed, the household must submit a new application to continue participating in the Supplemental Nutrition Assistance Program.



NOTE: If a household **does not respond** to the request for contact **but had previously provided** all the information needed to determine current eligibility, the case will not be closed. Instead the DHS county office will determine the impact of the move on the household's SNAP case and will notify the household of the result – increase, decrease or no change.

If a move to a new county of residence is reported on a semi-annual report, midpoint review, or at recertification, the needed information will be obtained as part of the required case action. When the information is reported on a Semi-Annual Report or a Midpoint Review, the original county of residence will complete the change before the case transfer occurs and will properly notify the household of the change and the case transfer. (When the transfer is keyed, a request for contact will automatically be issued. The Household will be advised via a manual notice that the request for contact may be disregarded). When the information is reported at recertification, the application will be transferred to the new county of residence (see [SNAP 8142](#)).

If a household has moved to a new county of residence and that county office will be the household's service county, the household's case record must be transferred to the new county of residence. If the household selects a new service county as part of the move to the new residence county, the household's case record must be transferred to the new service county.

In Pulaski County and other counties with more than DHS county office, a move between the various offices within the county will be considered a change of "service county." No request for contact will be issued. The reported change of address will be handled in the same manner as any other change of address except that the case will be transferred in accordance with the local office procedures.

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12200 Changes Reported by the Household

12220 Changes in Household Composition

12220 Changes in Household Composition

SNAP MANUAL 10/01/03

12221 Limited Reporting Households

Limited reporting households assigned four-month certification periods are not required to report changes in household composition until the next recertification. Limited reporting households subject to semi-annual reporting must report changes in household composition on the semi-annual report. If the semi-annual report has already been submitted when the change in household composition occurs, the household must report the change no later than the next recertification. Limited reporting households may choose to report a change in household composition at any time. If a new member is reported independent of the semi-annual report, the processing standards for occasional reporters will be used (see [SNAP 11410](#)).

If a limited reporting household reports the loss of a household member independent of the semi-annual report or recertification, the change will be processed within 10 days. If the change in household composition results in case closure or decrease in benefits, the limited reporting household is entitled to the same notice as an occasional reporting household.

If any household reports a new member who has been participating as a member of a limited reporting household, the county will not wait until the next semi-annual report or application for recertification is submitted. Instead, a 10-day advance notice of adverse action will be issued to the household where this member formerly resided.

After the 10-day notice of adverse action has lapsed, the new member will be removed from the limited reporting household and added to the new household.

12222 New Members

SNAP MANUAL 10/01/03

New members must meet the citizenship requirements specified in [SNAP 1621](#). Individuals who do not meet these requirements will be considered ineligible aliens. See [SNAP 1621.3](#) for instructions on handling the income and resources of an ineligible alien. Except for newborns, each new member who has not previously complied with the SSN requirement must do so before he or she can be added to the household as an eligible member (see [SNAP 2220 - 2223](#)).

In any county where the SNAP E&T Program is operational, a *Status Determination/Referral* (DCO-205) must be completed on all new eligible members who are subject to the requirement

SNAP CERTIFICATION MANUAL – SECTION 12000

12200 Changes Reported by the Household

12223 Disqualified Members – Chart

to work (RTW). Other household members who are not subject to the RTW but who are work registered may be referred to the E&T Program as volunteers (see [SNAP 3620](#)).

See the chart in [SNAP 12223](#) for instructions on handling new members who are currently disqualified from participating in the Supplemental Nutrition Assistance Program.

12223 Disqualified Members – Chart

SNAP MANUAL 09/01/99

Disqualified members will be handled as instructed below.

Disqualification Reason	Action to Take
Member under current disqualification for intentional program violation (see SNAP 16600).	Disqualify new member until disqualification has been served or is ended. Go to SNAP 1623.2 for instructions on handling the member's income and resources.
New member currently sanctioned for work registration violation including voluntary quit or voluntary reduction in hours of work, or E&T non-compliance.	Disqualify until disqualification has been served or is ended. Go to SNAP 1623.2 for instructions on handling the member's income and resources.
New member was a workfare eligible member of a household currently sanctioned for workfare non-compliance. Still lives in workfare county (see SNAP 3851-3856).	Sanction follows all workfare eligible members of a household sanctioned for workfare non-compliance. Disqualify new member until sanction period ends or sanction is lifted. Go to SNAP 1623.3 for instructions on handling the member's income and resources. See SNAP 3856 for instructions on reestablishing eligibility.
New member currently disqualified for failure to comply with Requirement to Work (RTW). SNAP 3500 - 3550 .	If the new member currently resides in an area covered by an RTW waiver, end the disqualification and add the new member to the case if he or she is otherwise eligible. If a personal exemption may be applied, apply the exemption and add the new member to the case if he or she is otherwise eligible. If neither the waiver nor the personal exemption applies, he or she will remain disqualified until he or she complies, becomes exempt or the RTW period ends. See SNAP 1623.2 for instructions on handling the member's income and resources.
New member is a fleeing felon (see SNAP 1622.10).	Disqualify any new member who is a fleeing felon. See SNAP 1623.2 for instructions on handling the member's income and resources.

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12200 Changes Reported by the Household

12225 Dropping Household Members

Disqualification Reason	Action to Take
New member has been found guilty or plead guilty or no contest to a felony offense which has as an element of the offense, the distribution or manufacture of a controlled substance. The offense occurred after July 1, 1997. SNAP 1622.20	Disqualify any new member who has been convicted of the distribution or manufacture of a controlled substance if the offense occurred after July 1, 1997. See SNAP 1523.2 for instructions on handling the member's income and resources.

12225 Dropping Household Members

SNAP MANUAL 10/01/03

12226 Household Division

A household division occurs when an active SNAP household divides into at least two groups of individuals. When a household division occurs, the worker must use the following guidelines to determine which group retains original eligibility and which group must apply as a new household.

1. If the original casehead (as explained in [SNAP 1500](#)) remains in the county and wishes to continue participating in the Program, the household containing this individual retains original eligibility.
2. If the original casehead leaves the county, the household members remaining in the county retain original eligibility.
3. If the division occurs as a result of the death of the original casehead, original eligibility will be retained by the group remaining in the county. Or, if neither group moves from the county, the group containing the largest number of original household members retains original eligibility.

The newly formed household may not participate in the Supplemental Nutrition Assistance Program until the members are removed from the original household.

EXAMPLE: A household division is reported on September 25th. The county office is unable to process the change before October SNAP benefits are issued. The newly formed household will not be able to participate as a separate household in the month of October.

There are three exceptions to this provision.

EXCEPTION 1: Residents of shelters for battered women and children may participate as specified in [SNAP 1840](#).

SNAP CERTIFICATION MANUAL – SECTION 12000

12200 Changes Reported by the Household

12227 Signature of Responsible Household Member

EXCEPTION 2: The County may determine that members have been claimed by one household while actually living in another. Such members will be allowed to participate in the household where they actually live if otherwise eligible. An overpayment will be submitted against the household which misrepresented its circumstances (see [SNAP 15400](#)).

EXCEPTION 3: When a county office does not timely process a reported decrease in household composition, eligible members may participate in their new household beginning in the month the change should have been effective. An overpayment will be submitted against the original household. The overpayment will be classified as an agency error (see [SNAP 15400](#)).

12227 Signature of Responsible Household Member

SNAP MANUAL 10/01/03

The household's current SNAP application (*Request for Assistance*, DCO-215) must contain the signature of a responsible household member. Should the member who signed the application leave the household, another responsible member must sign either the application or a statement attesting to the accuracy of the information on the application. Prior to signing, this member must review the information on the application and correct any invalid information. For ease of review, the corrections and new signature should be entered in a different color ink.

Although the processing of the change need not be delayed solely to obtain the signature of a responsible household member, the household will be issued an request for contact as instructed in [SNAP 12400](#). If a responsible household member does not come to the DHS county office to sign the application by the end of the ten-day period specified in the request for contact, an advance notice of adverse action will be issued. The advance notice of adverse action will state that the household's case will be closed if a responsible household member does not come into the DHS county office to sign the Request for Assistance

12230 Resource Changes

SNAP MANUAL 09/01/99

12231 Acquisition of a Vehicle

If the household reports the acquisition of a vehicle, the information provided must be adequate to determine if the vehicle is to be excluded or counted as a resource.

See [SNAP 4430](#) for information about excluded vehicles.

SNAP CERTIFICATION MANUAL – SECTION 12000

12200 Changes Reported by the Household

12232 Liquid Resources

If the reported information shows a vehicle will be totally excluded, no additional action is required. If not, it must be determined if the countable value of the vehicle will make the household ineligible.

See [SNAP 4821](#) for instructions on determining the countable value of a vehicle.

If the information provided shows the countable value of the vehicle plus other resources make the household ineligible, additional information may be needed. For example, it may be necessary to determine if the household “traded in” a vehicle currently counted as a resource.

If additional information is needed, an advance notice of adverse action must be manually issued to the household via a *Notice of Action* (DCO-1). The DCO-1 will specify the information to be provided and will state that failure to return the information by the specified date will result in case closure.

12232 Liquid Resources

SNAP MANUAL 02/01/18

When a household reports liquid resources exceeding \$2,250, the SNAP case will be closed unless the household contains a member age 60 or older or is categorically eligible as defined in [SNAP 1920](#). If the household has a member age 60 or older, the household will remain eligible unless its total resources exceed \$3,500.

See [SNAP 4950](#) for an explanation of the procedures for handling lump sum payments.

Additional contact with the household will be required if the household reports liquid resources in excess of \$2,250 but doesn’t specify the amount.

12233 Actions to Take to Change a Resource

SNAP MANUAL 02/01/18

Vehicles

1. Determine the countable value of the new vehicle (see [SNAP 4800 - 4841](#)).
2. If the vehicle has any countable value, add this figure to the existing resources. If applicable, subtract the countable value of the vehicle used as the “trade-in.”
3. Compare the household’s total countable resources to the applicable resource limits (see [SNAP 4300 - 4310](#)).
4. If the household’s total countable resources are less than the limits, the household continues to be eligible. If not, close the case.

SNAP CERTIFICATION MANUAL – SECTION 12000

12200 Changes Reported by the Household

12240 Income Changes

Liquid Resources

If the household's liquid resources exceed the applicable limit (\$2,250 for regular households or \$3,500 for age 60 or older/individuals with disabilities households), the case will be closed unless the household is categorically eligible.

12240 Income Changes

SNAP MANUAL 10/01/03

12241 Determining Effect of Change

A reported change in income will be reviewed to determine:

- If the information reported is adequate to determine the effect of the change on the household's monthly SNAP benefit amount; and
- If verification is required.

Other factors to be considered are listed below.

1. Loss of earnings by an eligible student may change student status from eligible to ineligible (see [SNAP 1622.2](#)).
2. An individual who is terminated or laid off from a job may get unemployment compensation.
3. An individual who loses earnings due to illness, injury, or pregnancy may get worker's compensation, sick pay, or maternity benefits.
4. A voluntary quit may have occurred (see [SNAP 3401.1](#)).
5. An individual who becomes entitled to SSA, SSI or VA may receive a lump sum payment (see [SNAP 4950 - 4951](#)).
6. Receipt of SSA or VA by an individual with dependents in the home may mean the dependents also have income.
7. Loss of income may result in receipt of loans or contributions if the household no longer has the income necessary to meet its expenses.

In these instances, for occasional reporters, the worker will use the procedures in [SNAP 12400](#). Semi-annual reporters will be asked to explain these circumstances before the semi-annual report form is processed (see [SNAP 11550](#)).

The case record must also be reviewed to determine if a change in work registration status has occurred. See the chart below:

SNAP CERTIFICATION MANUAL – SECTION 12000

12200 Changes Reported by the Household

12242 Actions to Take to Change Income

Reported Change	Required Action
Loss of a job.	Determine if the member who lost a job should be registered for work. If yes, see SNAP 3310 .
Reduction in hours.	Determine if the member whose hours were reduced is working less than 30 hours or making less than the federal minimum wage X 30 hours. <ul style="list-style-type: none">• If yes, determine if member is exempt from work registration.• If no, See SNAP 3401.
Obtained employment for more than 30 hours per week; or Obtained employment with wages equal to or more than federal minimum wage X 30 hours; or Began receiving a disability benefit – e.g., SSI – no longer subject to work registration.	Determine if affected member was subject to work registration. <ul style="list-style-type: none">• If yes, change work registration status.• If E&T participant, notify E&T Worker via DCO-205.• If Workfare participant, see SNAP 3831.
An entitlement check based on disability was terminated.	Determine if affected member will not be subject to work registration. (The household may wish to furnish verification the member is unable to work.) See SNAP 3310 .

12242 Actions to Take to Change Income

SNAP MANUAL 09/01/99

At the time of a reported change, income will be budgeted prospectively. A prospective budget must anticipate the household's income for the remainder of the certification period. Or, in the case of quarterly reporting households, the prospective budget must anticipate the household's income for the upcoming quarter. See [SNAP 7512 - 7524.1](#) for a full explanation of prospective budgeting and anticipating income.

12250 Deleted Section

SNAP MANUAL 04/01/05

SECTION DELETED

SNAP CERTIFICATION MANUAL – SECTION 12000

12200 Changes Reported by the Household

12251 Changes in Medical Expenses

12251 Changes in Medical Expenses

SNAP MANUAL 12/01/11

There is no requirement to report changes in medical expenses unless a household is submitting a midpoint review. See [SNAP 11640](#) for instructions on processing medical expenses at the time of the midpoint review. See [SNAP 12410](#) for instructions on handling changes in medical expenses reported to a Medicaid worker.

Households eligible to receive a medical deduction as per [SNAP 6500](#) may choose to report a change in medical expenses at any time. Reported changes in medical expenses will be processed.

Reports of new medical expenses must be reviewed to determine if:

1. The reported medical expense was incurred by an [Aged/Disabled](#) member as defined in the Glossary; and
2. The expense was incurred during the six-month report semi-annual period or during the report month prior to submission of the report; and
3. The reported medical expense is allowable as per [SNAP 6510](#).

Reports that medical expenses have stopped must be reviewed to determine if the expense was allowed on an “as-incurred” basis or prorated over the certification period. Prorated medical expenses will continue to be allowed even if the household reports it is no longer paying on the expense. Conversely, if a household reports a new medical expense, but this is actually a prorated or one-time expense which has already been allowed, no adjustment will be made.

Verified increases in medical expenses will be allowed.

See [SNAP 6521](#) for instructions on budgeting monthly expenses.

See [SNAP 6521.1](#) for instructions on budgeting periodic expenses.

See [SNAP 6521.2](#) for instructions on budgeting one-time expenses.

No past due medical expenses will be allowed (see [SNAP 6523](#)).

12260 Actions to Take to Change Child Support

SNAP MANUAL 10/01/03

Child support is deductible only if legally obligated and paid by a household member to an individual who is not a household member (see [SNAP 6550](#)).

SNAP CERTIFICATION MANUAL – SECTION 12000

12200 Changes Reported by the Household

12270 Verification

Other than at certification or recertification, households have no requirement to report changes in child support obligations or deductions. However, if a household does voluntarily report a change in its child support obligation and/or deduction, the change will be processed.

Verification is required for all changes reported in child support (see [SNAP 6552](#)).

12270 Verification

SNAP MANUAL 10/01/03

See [SNAP 11420](#) for an explanation of the verification requirements to be applied when an occasional reporting household reports a change.

See [SNAP 11550](#) for an explanation of the verification requirements to be applied when a semi-annual reporting household reports a change.

SNAP CERTIFICATION MANUAL – SECTION 12000

12300 Changes Reported to TEA Workers

12310 Adverse Changes to Both TEA and SNAP Case

12300 Changes Reported to TEA Workers

SNAP MANUAL 10/01/03

Changes reported to a TEA worker are considered to have been reported for SNAP purposes. Changes reported by either occasional reporting or limited reporting households to the TEA worker must be reflected in the SNAP case within 10 days of the date reported.

TEA recipients are not required to report changes in the TEA Cash Assistance. These changes must always be reflected in the SNAP case.

If TEA workers in any county do not handle the household's SNAP case, the county must devise a system for transmitting changes to the appropriate SNAP worker. No particular type of system is mandated; however, any system used must ensure information is transmitted in writing from one worker to the other in a timely manner. The day after the household reports the change to the PA worker is considered day one of the change processing period.

Changes reported by TEA recipients are processed using the same verification standards and budgeting methods as any other change. Verification presented to the TEA worker will be used whenever possible.

See [SNAP 12310](#) - [12330](#) for special instructions.

12310 Adverse Changes to Both TEA and SNAP Case

SNAP MANUAL 09/01/99

Some changes reported by TEA cash assistance recipients may result in reduction and/or termination of both the TEA cash assistance and the SNAP benefit amount. For example, a TEA cash assistance recipient goes to work.

When sufficient information is available to determine both the status of the TEA cash assistance and the SNAP benefit amount, a single *Notice of Action* (DCO-1) will be issued to the household.

The DCO-1 will serve as an advance notice of adverse action. See [SNAP 11440](#) for instructions. It will specify the effect of the change on both the TEA cash assistance and the SNAP benefit amount.

If the TEA worker does not handle the SNAP case, the information will be transmitted to the SNAP worker. The SNAP worker will make the appropriate adjustments and issue a separate advance notice of adverse action.

SNAP CERTIFICATION MANUAL – SECTION 12000

12300 Changes Reported to TEA Workers

12320 Adverse Changes to TEA Case / Increase in SNAP

12320 Adverse Changes to TEA Case / Increase in SNAP

SNAP MANUAL 09/01/99

Some changes result in a decrease or termination of the TEA cash assistance which in turn increases the amount of SNAP benefits. For example, a child turns 18 and is no longer entitled to receive TEA cash assistance.

No action will be taken to adjust the household's SNAP benefit amount until the household decides whether to appeal the action taken on the TEA cash assistance. Therefore, the advance notice of adverse action required for the TEA action will be issued first.

If no request for an administrative hearing has been received by the end of the TEA adverse action period, the SNAP benefit amount will be adjusted within 10 days. The 10-day period will be calculated from the date the TEA notice of adverse action expired. An adequate notice (see [SNAP 11440](#)) must be issued to advise the household of the increase in SNAP benefits.

If the household submits a request for an administrative hearing and continuation of benefits (see [SNAP 16514](#)), the SNAP benefits will not be changed until the hearing decision has been rendered. If the next scheduled recertification occurs prior to the decision, the case will be adjusted at recertification.

12330 Changes to TEA/Affect on SNAP Unknown

SNAP MANUAL 10/01/03

At times the nature of a change reported to the TEA worker will result in termination of the TEA cash assistance when there is not sufficient information to process a SNAP change.

No action will be taken to adjust the SNAP benefit amount until the household decides if it will appeal the decrease or termination of the TEA cash assistance. Should the household appeal the TEA action within the specified advance notice period and request continuation of benefits, the SNAP case must not be adjusted unless the household's certification period expires. If the certification period expires before the hearing decision is rendered, the household must reapply. The new application will be based on the household's current circumstances.

If the household does not appeal within the advance notice period or if the household does appeal but continued benefits are not requested, the household will be issued a request for contact as instructed in [SNAP 12400](#) unless a semi-annual report is currently being processed or is due to be submitted within the current month. If a semi-annual report is currently being

SNAP CERTIFICATION MANUAL – SECTION 12000

12300 Changes Reported to TEA Workers

12330 Changes to TEA/Affect on SNAP Unknown

processed or is due to be submitted within the current month, the household will be asked to provide all needed information when the semi-annual report is processed.

SNAP CERTIFICATION MANUAL – SECTION 12000

12400 Unclear Information

12330 Changes to TEA/Affect on SNAP Unknown

12400 Unclear Information

SNAP MANUAL 10/01/03

During a household's certification period, a county office worker may become aware of changes in a household's circumstances and yet not be able to determine the effect of the changes on the household's eligibility and/or SNAP benefit amount. Such unclear information may come from a third party or from the household itself.



NOTE: See [SNAP 12440](#) for instructions on handling changes reported by field investigators.

The worker must attempt to clarify and, if necessary, verify the household's current circumstances using the following procedure:

1. Using a *Notice of Action* (DCO-1), manually issue a request for contact. The manually issued DCO-1 must clearly advise the household of the information that must be provided or the actions that the household must take to clarify its situation and that failure to respond to the Notice of Action may result in case closure.
2. Allow the household at least 10 days to respond to the manually issued request for contact, and clarify its situation. (*The household may contact the worker by telephone or in person or by letter to explain its current situation. Or, the household may be directed to provide written documentation to verify the questionable information.*)

Once a household has contacted the DHS county office in response to a request for contact, the household must refuse to cooperate with the requests to clarify its situation before the case can be closed.

EXCEPTION: If the household has become ineligible, the case will be closed.) If the household responds to the manually issued request for contact but cannot provide the needed verification, the worker must assist the household in obtaining the needed information. See the Glossary, definition of [Verification](#).

The following chart explains the actions to be taken after the RFC has been issued to the household:

SNAP CERTIFICATION MANUAL – SECTION 12000

12400 Unclear Information

12330 Changes to TEA/Affect on SNAP Unknown

HOUSEHOLD'S RESPONSE TO RFC	COUNTY OFFICE RESPONSE
<p>The household responded to the RFC. The information provided by the household resulted in closure of the SNAP case.</p>	<p>Send the household a 10-day advance notice of adverse action to explain that the SNAP case will be closed because the household is currently ineligible to receive SNAP benefits. The notice must explain the reason for the ineligibility. For example, if the household's income exceeds the income limits, the notice must explain this to the household.</p>
<p>The household responded to the RFC. The information provided by the household resulted in a decrease in the SNAP benefit amount.</p>	<p>Send the household a 10-day advance notice of adverse action stating that the household's SNAP benefit amount must be reduced. The notice must specify the effective date of the reduction and the reason for the reduction. For example, if the household's income increased, the notice must explain this to the household.</p>
<p>The household responded to the RFC. The information provided by the household resulted in an increase in the SNAP benefit amount.</p>	<p>Send the household an adequate notice to explain the increase in benefits and the effective date of the increase.</p>
<p>The household responded to the RFC. The information provided by the household resulted in no change to the SNAP benefit amount.</p>	<p>Send the household an adequate notice to explain that the situation has been resolved and there is no change in the benefit amount.</p>
<p>The household failed to respond to the RFC.</p>	<p>Send the household a 10-day advance notice of adverse action stating:</p> <ul style="list-style-type: none"> • That the SNAP case will be closed because the household failed to respond to the request for contact; and • That the household must submit a new application to continue receiving SNAP benefits.
<p>The household failed to respond to the RFC and to the 10-day advance notice of adverse action.</p>	<p>Close the case.</p>
<p>The household responded to the RFC but refused to cooperate with the worker's requests to clarify its situation.</p>	<p>Send the household a 10-day advance notice of adverse action stating that:</p> <ul style="list-style-type: none"> • The SNAP case will be closed because the household failed to respond to the request for contact; and • The household must submit a new application to continue receiving SNAP benefits.

SNAP CERTIFICATION MANUAL – SECTION 12000

12400 Unclear Information

12410 Changes Reported by Other DCO Personnel

HOUSEHOLD'S RESPONSE TO RFC	COUNTY OFFICE RESPONSE
The household responded to the first 10-day advance notice of adverse action and provided the needed information. Based on this information, the case must be closed.	Send the household another 10-day advance notice of adverse action stating that the SNAP case will be closed because the household is currently ineligible to receive SNAP benefits and the reason for the ineligibility. For example, if the household's income exceeds the income limits, the notice must explain this to the household.
The household responded to the first 10-day advance notice of adverse action and provided the needed information. Based on this information, the household's benefits must be reduced.	Send the household another 10-day advance notice of adverse action stating that the household's SNAP benefits will be reduced. The notice must specify the effective date of the reduction and the reason for the reduction. For example, if the household's income increased, the notice must explain this to the household.

The following sections, [SNAP 12410](#) through [SNAP 12460](#), contain instructions for processing changes reported to the SNAP worker by someone other than a household member.

12410 Changes Reported by Other DCO Personnel

SNAP MANUAL 10/01/03

Changes reported to Medicaid workers that become known to the SNAP worker will be processed within 10 days of the date the change became known.

This applies to both occasional reporting and limited reporting households. If the change reported to the Medicaid worker is a change in medical expenses, the SNAP worker may not contact the household for additional verification of medical expenses. See [SNAP 6526](#).

When a member of a SNAP household enters a nursing home, this member is to be removed from the SNAP household. If this person was the only household member, the SNAP case will be closed.

When a husband and wife have been receiving social security and/or SSI and only one of them enters a nursing home, there may be several adjustments in the couple's SSI and/or social security checks. The SNAP case should be monitored closely for several months to determine the effect of these changes. If the effect of the changes cannot be determined, the worker will use the procedures in [SNAP 12400](#) to clarify the household's situation.

SNAP CERTIFICATION MANUAL – SECTION 12000

12400 Unclear Information

12420 Reports from DCFS Workers

12420 Reports from DCFS Workers

SNAP MANUAL 10/01/03

When the DCO county office worker becomes aware that a child has entered or left foster care, the proper adjustments must be made to any SNAP cases involved. Should a DCFS worker report a foster child has left a home the SNAP case will be adjusted to reflect the change within 10 days of the date the change becomes known to the DCO worker. Should a DCFS worker report a foster child has been placed in a home the SNAP case will be adjusted to reflect the change within 10 days of the date the change becomes known to the DCO worker. These instructions apply to both occasional reporters and limited reporters. See [SNAP 1624](#) and [SNAP 5708](#) for instructions.

Other changes that may be reported by DCFS workers (e.g., a household member has gone to work) will be handled in the same manner as changes reported by the public (see [SNAP 12450](#)).

EXCEPTION: At times a DCFS worker will report a change because the children in the home have been adversely affected by the change and the household requires additional assistance. This type of change will be processed as expeditiously as possible for both occasional reporters and quarterly reporters.

12430 Reports from Quality Assurance (Q.A.)

SNAP MANUAL 10/01/03

See [SNAP 800 - SNAP 890](#) for a full description of the Q.A. process. Q.A. reports may be either informal reports provided to the county during the course of the review or review summaries submitted to the county upon completion of the review. Review summaries reporting case errors require corrective action by the county. The corrective action is reported via the *Quality Assurance Error Response* (DCO-29). See the DCO-29 for full instructions.

Information not reported by the household that appears on the review summary must be handled as a reported change. The informal reports provided by the Q.A. reviewer to the county office must also be handled as a reported change. For semi-annual reporting households, changes reported by Q.A. that occur after the most recent semi-annual report (or application) was submitted will be handled when the next semi-annual report or application is submitted.

Changes not reported timely by an occasional reporting household must be handled within 10 days of the date the Q.A. report is received in the county office.

SNAP CERTIFICATION MANUAL – SECTION 12000

12400 Unclear Information

12440 Reports from Field Investigations

Changes that were not reported by a semi-annual reporting household at the last certification or semi-annual report (whichever applies) must be handled within 10 days of the date the Q.A. report is received in the county office.



NOTE: If the household is subject to the limited reporting requirements but is not a semi-annual reporting household, changes that occurred after the application was approved will be handled at the next certification or recertification. If QA discovers information that the household failed to report accurately at the last certification and the budget should be corrected as a result, the budget must be corrected. See [SNAP 12400](#) for instructions.

Under issuances found by Q.A. that resulted from an agency error will be corrected through restored and/or supplemental issuances to the household. See [SNAP 13000](#) for instructions on authorizing restored benefits and/or supplemental benefits.

Overpayments must be prepared on all over issuances identified through Q.A. reviews. See [SNAP 15000](#) for full instructions on preparing overpayments.

The Q.A. reviewer verifies only the information needed to make a determination of the household's eligibility and correct SNAP benefit amount for the month of review. If the verification used by Q.A. is not available or does not include all months in the overpayment or restoration period, the worker must obtain the needed verification using the procedures in [SNAP 12400](#).

12440 Reports from Field Investigations

SNAP MANUAL 10/01/03

When a household that is currently participating in the Supplemental Nutrition Assistance Program fails or refuses to cooperate with the field investigator, the field investigator will request that the county office worker issue a *Request for Contact* (RFC) to the household. The request for contact must advise the household of actions the household must take to clarify its current situation. (The household may be offered an opportunity to appear for an interview as part of the investigation; however, the notice must clearly state that such an interview is voluntary.) If the household fails or refuses to take the actions specified in the RFC, an advance notice of adverse action will be issued to the household stating that the household's case will close. See [SNAP 12400](#) for complete instructions.

When the field investigation reveals information not timely reported by the household on a change report form or semi-annual report, the investigator's report will be reviewed to

SNAP CERTIFICATION MANUAL – SECTION 12000

12400 Unclear Information

12440 Reports from Field Investigations

determine if the information has been substantiated by a reliable collateral contact. For example, if earned income has been verified by the employer, that information is substantiated. If information has been substantiated, appropriate action will be taken on the case.

1. The county office worker must first determine if the household has failed to timely report a change.

The reporting requirements for occasional reporters appear in [SNAP 11330](#). If the household is subject to occasional reporting, the household must have reported the change within 10 days of the date the change became known.

The reporting requirements for limited reporters appear in [SNAP 11340](#). The household must report the change on the first semi-annual report or application submitted after the change occurs. If the household is subject to limited reporting and is not yet required to report the change, the field investigator's report will be documented in the case record but no action will be taken until the semi-annual report or next application is submitted.

EXAMPLE A: A household submits its semi-annual report on July 10 and goes to work on August 1. The field investigation is conducted on August 15. The household is not required to report the change until it submits its next application, so the county would not take any action.

EXAMPLE B: A household goes to work on July 1. Its semi-annual report is submitted on July 10, but the household does not report the change on the report. The field investigation is conducted on August 15. The county will take action to add the earned income to the household's budget and to prepare an overpayment for August and (if appropriate) September.

If a field investigation is performed as part of processing the semi-annual report (i.e., after the form is received but before it is processed), any information provided by the field investigator will be used when the semi-annual report is processed.

EXAMPLE C: A field investigator goes out because a household reported that a household member lost their job and no new income was reported. The investigator determines a household member just went to work. The anticipated earnings must be shown in the household's budget when the semi-annual report is processed.

SNAP CERTIFICATION MANUAL – SECTION 12000

12400 Unclear Information

12441 Field Investigators and Out-of-State EBT Transactions

2. If the household has failed to timely report a change in circumstances, a notice will be issued to the household.

If the household's benefits will decrease as a result of the change, an advance notice of adverse action must be issued. (An advance notice is required since a semi-annual report is not being processed.) If the household's benefits will increase as a result of the change, an adequate notice will be issued to the household. If the household must verify information as a result of the report, an RFC must be issued to the household. See [SNAP 12400](#) for instructions.

3. An overpayment will be prepared for any month in which an overissuance occurred. See [SNAP 15400](#) for instructions on preparing overpayments.

If the report is unsubstantiated, the worker will follow the procedures in [SNAP 12400](#).

12441 Field Investigators and Out-of-State EBT Transactions

SNAP MANUAL 04/01/05

If a field investigator determines that a household has been consistently, and without apparent reason, spending SNAP EBT benefits in a state other than Arkansas, an investigation may be initiated. (For example, a household that lives in a city situated near a state line may consistently spend their benefits in a grocery store in the neighboring state. This would not constitute a questionable situation and no investigation would be necessary.)

If the field investigator finds through the investigation that the household has apparently moved from the State, the investigator will seek to verify the move. If the investigator can verify that the household has moved from Arkansas to another state, he or she will provide the verification to the DHS county office worker along with his or her report. If not, the investigator will indicate to the county office worker that he or she was unable to verify that the household has moved from Arkansas to another state.

If the field investigator provides verification that a SNAP household has moved from Arkansas to another state, the worker will immediately close the SNAP case. A notice may be sent to the household's last known address.

If the field investigator was not able to verify that a SNAP household has moved from Arkansas to another state, the worker will issue a request for contact to the household's last known address. See [SNAP 12400](#) for additional instructions. If the household does not respond to the

SNAP CERTIFICATION MANUAL – SECTION 12000

12400 Unclear Information

12450 Reports by Individuals / Generally Known Information

request for contact, a ten-day advance notice of adverse action must be sent to the household's last known address before the case can be closed.

12450 Reports by Individuals / Generally Known Information

SNAP MANUAL 04/01/05

When an individual makes a report, the worker must attempt to obtain the individual's name and address. However, this is not required information.

When an individual gives his/her name but requests anonymity, his/her name will not be released to the household. The name will be removed from the case record if the household wants to review the record.

When an individual contacts the county office or other agency personnel to report unsolicited information about a household receiving SNAP benefits, the report must be substantiated through a field investigation or collateral contact.

For example, an individual reports that a SNAP recipient is employed at a local factory. First, the worker will check to see if the income has been reported by the household. If yes, no additional action is required. If no, the worker will follow the procedures in [SNAP 12440](#) to substantiate the information. When information becomes known about a limited reporting household including those households subject to semi-annual reporting, the information must be analyzed to determine if the case will be affected right away. For example, if all household members have died or moved from the State, the case must be closed. If there are surviving household members, the deceased member will be removed from the SNAP budget. If the household's current situation cannot be verified, a request for contact must be issued as explained in [SNAP 12400](#) prior to the action. If the notice returns Addressee Unknown/No Forwarding Address/Deceased, the case will be closed without further notice. See [SNAP 11450](#). If a household member has been observed working, all circumstances regarding the unreported income will be documented in the case record. The employment will be verified when the next semi-annual report or application is submitted.

Changes in SNAP households may become known to the agency through common knowledge. Examples of common knowledge are:

1. The marriage of a member of a currently certified household is announced in the newspaper.
2. The obituary of a member of a currently certified household appears in the newspaper.

SNAP CERTIFICATION MANUAL – SECTION 12000

12400 Unclear Information

12450 Reports by Individuals / Generally Known Information

3. A county worker observes a member of a currently certified household working at a job although no employment or a different employer has been reported by the household.

When information on an occasional reporting household becomes known to the agency through general sources, the worker will follow the procedures in [SNAP 12400](#) to substantiate the information.

When information becomes known about a limited reporting household including those households subject to semi-annual reporting, the information must be analyzed to determine if the case will be affected right away. For example, if all household members have died or moved from the State, the case must be closed. If a household member has been observed working, all circumstances regarding the unreported income will be documented in the case record. The employment will be verified when the next semi-annual report or application is submitted.

An overpayment will be prepared for any months during which an over issuance occurred due to the household's failure to timely report a change in circumstances.

12451 Returned Mail

SNAP MANUAL 02/01/18

When mail is returned by the post office as undeliverable, a Request for Contact (RFC) will be sent. If the addressee does not respond to the RFC then a 10 day notice to close the case will be sent. The worker must ensure that a county office error did not cause the mail to return. The county office worker must also ensure that the household has not reported an address change which was not processed or was processed incorrectly. The returned mail, including the envelope, must appear in the case record. The action to close the case must be fully documented.

SNAP CERTIFICATION MANUAL – SECTION 12000

12400 Unclear Information

12460 Handling Changes Reported by Limited Reporting Households

12460 Handling Changes Reported by Limited Reporting Households

SNAP MANUAL 10/01/03

Reported By	Action Required	Policy
Household	Change must be processed within 10 days.	SNAP 12251
TEA Worker	Change must be processed within 10 days if it causes a decrease in benefits. Change must be processed within 10 days of the end of the TEA adverse action period if it will cause an increase in benefits.	SNAP 12310 SNAP 12320
Medicaid Worker	Within 10 days of the date of the reported changes, the change will be processed or a request for contact will be sent to request additional information.	SNAP 12410 SNAP 12400
Quality Assurance	Changes that occurred after the last application or semi-annual report must be processed at the next application or semi-annual report as appropriate. If the change should have been reported on the last semi-annual report or application but was not, the change will be processed within 10 days of QA's report unless additional information is needed. If additional information is needed, a request for contact will be issued to the household within 10 days of the date of the report.	SNAP 12430 SNAP 12400
Field Investigations conducted by Field Investigators or County Office Workers	Changes that occur after the last application or semi-annual report will be processed with the next application or semi-annual report, whichever is appropriate. If the worker does not know when the change occurred, the change will be processed at the next application or semi-annual report, whichever is appropriate. If the change should have been reported on the last semi-annual report or application but was not, the change will be processed within 10 days of the report unless additional information is needed. If additional information is needed, a request for contact will be issued to the household within 10 days of the date of the report.	SNAP 12440 SNAP 12400
Reports From the Public or Generally Known Information	Changes that occurred after the last application or semi-annual report must be processed at the next application or semi-annual report as appropriate. If the change should have been reported on the last semi-annual report or application but was not, the change will be processed within 10 days of the reported unless additional information is needed. If additional information is needed, a request for contact will be issued to the household within 10 days of the date of the report. EXCEPTION: Changes that immediately affect the case, (e.g., death of all household members, household moved from county) must always be processed as soon as possible, but no later than 10 days after the change became known to the worker.	SNAP 12400 SNAP 12450

SNAP CERTIFICATION MANUAL – SECTION 13000

13100 Supplements and Restorations – Summary

13210 How to Determine Amount of Supplement

13100 Supplements and Restorations – Summary

SNAP Manual 12/01/00

Supplemental SNAP benefits and restored SNAP benefits are issued to a household to correct:

1. An error made by the agency
2. An error that occurred in the automated system
3. An untimely action that occurred due to the failure or inability of the county office to process a change in a timely manner

A supplemental benefit is authorized to correct an issuance before the end of the month in which the issuance originally occurred. A restored benefit is authorized to correct an issuance that occurred in a prior month.



NOTE: Retroactive Supplemental Nutrition Assistance Program benefits are issued at the time of application approval for months in the application period prior to the month of approval. Retroactive benefits are not covered in this section of policy. See [SNAP 8650](#) for instructions on authorizing retroactive benefits.

SNAP CERTIFICATION MANUAL – SECTION 13000

13200 Supplemental Issuances

13210 How to Determine Amount of Supplement

13200 Supplemental Issuances

SNAP Manual 10/01/03

The county office will provide supplemental benefits in the following situations:

1. When a reported change is not processed timely.
Supplemental benefits will be provided to any household that does not receive the correct benefit amount because the county office failed to meet the time frames specified in [SNAP 11410](#) for any reason.
2. When a reported change is held awaiting verification.
When a reported change is subject to verification or is questionable, verification must be obtained before the worker can act on the change. If obtaining verification means that the change cannot be processed in accordance with the time frames specified in [SNAP 11410](#), a supplemental issuance will be provided.
3. When an agency error occurs at certification, recertification, reported change, semi-annual report or mid-point review.
Cases that are processed with an incorrect benefit amount will be provided a supplemental issuance if an error occurs due to any of the following reasons:
 - Arithmetic error
 - Incorrect calculation of income
 - Incorrect calculation of deduction
 - Incorrect household size used by worker
 - Computer error
4. When an automatic change is not processed due to a mismatch or program change.
Any systems error that results in an under-issuance of SNAP benefits must be corrected. Cases that mismatch or are closed in error must be worked manually. Supplemental benefits will be issued if appropriate.

13210 How to Determine Amount of Supplement

SNAP Manual 12/01/00

Supplemental benefits will be calculated by determining the correct SNAP benefit amount for the current month, and subtracting the original SNAP benefit amount from the correct benefit amount.

Supplemental benefits are issued via daily issuance. See [SNAP 14133.1](#) for instructions on authorizing issuance of supplemental benefits.

SNAP CERTIFICATION MANUAL – SECTION 13000

13300 Restored Benefits

13210 How to Determine Amount of Supplement

13300 Restored Benefits

SNAP Manual 10/01/03

Any household may request (in writing or orally) a restoration of benefits. A household is not required to go through the administrative hearing process before requesting a restoration. There is no time limit for making such a request. For example, in February 2001 a household may request a restoration of benefits based on a closure that occurred in March 2000.

All requests for a restoration of benefits will be evaluated within 10 days of the day the request was received. If the household is entitled to a restoration, the steps specified in [SNAP 13310](#) will be completed. If the household is not entitled to a restoration, a *Notice of Action* (DCO-1) will be completed. The DCO-1 must specify that the request for a restoration has been denied, must provide the reason for the denial, and must state that the household has 90 days to appeal the agency's decision.

The household will be entitled to a hearing as specified in [SNAP 13360](#).

Restored benefits will be issued when a household received an under-issuance of SNAP benefits in a previous month for reasons such as, but not limited to, the reasons listed below:

- County office worker error
- Incorrect computer entry
- Computer error
- Mismatch or computer error at the time of an automatic change
- Erroneous denial of an application
- Erroneous closure of an active case (including an automatic closure) that causes a loss of benefits
- Issuance of an insufficient benefit amount because a reported change was not processed in accordance with the processing standards in [SNAP 11410](#)
- Failure to process a mid-point review or a SNAP semi-annual report received in the county by the end of the report month
- Reversal of a county decision through the administrative hearing process when the household is determined eligible or entitled to more benefits
- An under-issuance of benefits discovered through a quality assurance review if the error is assessed to the agency
- Correction of errors in federal or state regulations using special instructions issued when such a restoration is required

SNAP CERTIFICATION MANUAL – SECTION 13000

13300 Restored Benefits

13210 How to Determine Amount of Supplement

SNAP benefits will be restored when a household incurs an under-issuance or “loss” of SNAP benefits due to an agency error. Lost SNAP benefits must be restored even if the household is currently ineligible or not participating in the Supplemental Nutrition Assistance Program.

No restoration will be authorized for SNAP benefits lost more than 12 months prior to the most recent of the following months:

1. The month the county office was notified (in writing or orally) by the household, another person, another agency or the Quality Assurance Unit that a specific household has possibly incurred a loss.

OR

2. The month the county office discovered in the normal course of business that a loss occurred.

If the household was eligible but received incorrect benefits, the restoration will be authorized for those months within the 12-month limit when the household participated and a loss occurred.

For losses caused by an incorrect delay, application denial, or case closure, the date of initial loss must be determined.

If an eligible household’s application was erroneously denied, the month of initial loss is the month of application, unless the household had filed a timely application for recertification. In that case, the month of initial loss is the month following the expiration of the household’s certification period.

If a household’s case was erroneously closed, the month of initial loss is the first month SNAP were not received as a result of the closure.

If an eligible household’s application was delayed and a loss of benefits occurred as a result, the restoration will cover all months in which a loss occurred. For example, a household filed an application on January 25. The application was held until March 25. The application was approved, but the household was incorrectly found to be at fault for delay and benefits were prorated to March 25. Restored benefits will be authorized for January, February and March. January benefits will be provided from the date of application, January 25. Full benefits for February will be restored. For March, the difference between the household’s full benefit amount and the prorated benefit amount will be either supplemented or restored to the household.

SNAP CERTIFICATION MANUAL – SECTION 13000

13300 Restored Benefits

13310 Actions to Take When Authorizing Restorations

When a judicial action is the first action taken by the household to get restoration of lost benefits; benefits will be restored for a period of not more than twelve months from the date the court action was initiated.

When benefits are restored as the result of a judicial review of an administrative hearing, benefits will be restored under the following guidelines: *For no more than twelve months prior to the date the agency received a request for a restoration; or if no request for a restoration was received, the date the administrative hearing action was initiated; but never more than one year prior to the date DHS was notified of or discovered the loss.*

After the date of initial loss is determined, any month prior to the 12-month limit will be disregarded when restored benefits are authorized. The amount to be restored will be calculated for each subsequent month within the designated 12-month period until the first month when the error was corrected so that no loss to the household occurred or until the first month household became ineligible to receive SNAP benefits.

EXAMPLE: In March 2001, a county office worker discovered that a household lost SNAP benefits because excluded income had been incorrectly counted in the household's budget since July 1999. The worker determined that the 12-month period for which benefits could be restored is April 2000 through March 2001. In preparing the restoration, the worker determined that the last month the county used this excluded income in the budget was December 2000. Therefore, restored benefits were authorized for the months April 2000 through December 2000.

13310 Actions to Take When Authorizing Restorations

SNAP Manual 10/01/03

The household will not be asked to complete an application form, change report form, semi-annual report form or any other type of form to gather information to be used to complete a restoration.

Within 30 days of the date of discovery that a household may be entitled to a restoration of benefits, steps 1-3 must be completed.

Step 1: Determine the months for which a household may be entitled to a restoration of benefits. Begin by determining the month of initial loss. Examine the case to determine each subsequent month in which a loss possibly occurred. The extract amount issued for each month may be obtained from the Mail History Screen

SNAP CERTIFICATION MANUAL – SECTION 13000

13300 Restored Benefits

13310 Actions to Take When Authorizing Restorations

(WFTD). Exclude any losses that occurred more than 12 months before a possible loss of benefits was discovered.

Step 2: Analyze the case to identify any information and/or verification needed to determine the exact amount of restoration due for each month in which a loss possibly occurred. For example, if a change form reporting a decrease in earnings was not processed, request verification of earnings for the months in which a loss possibly occurred.

Step 3: Contact the household via *Notice of Action* (DCO-1) when information and/or verification is needed for any month or months. The DCO-1 must specify:

- That the household may be entitled to a restoration of benefits
- The exact information needed to determine the amount of restoration - (e.g. - verification of earned income for month of loss)
- That no restoration will be authorized for the months in question unless the information is furnished

Step 4 through Step 10 must be taken within 30 days of the date when all of the information needed to calculate the amount of restored benefits is available to the county.

Step 4: Calculate the total amount of the restoration. Corrected budgets must be prepared so the household's income and resources will be accurately reflected for the months in which losses possibly occurred. The budgets must reflect the basis of issuance and standards (e.g., standard deduction) that were in effect during the month of loss. If the household does not supply information about allowable expenses, the expense will be disallowed.



NOTE: Verification of allowable expenses is not required unless the declared amounts are questionable.

Step 5: Determine the difference between the amount the household actually received (if any) and the amount the household should have received. If the household actually received less than it should have received, the difference will be the amount to be restored. Benefits will not be restored for any month in which the household was resource ineligible or for any month in which benefits were over-issued. (If the household actually received more than it should have received, the difference is an overpayment. See [SNAP 15100](#) for instructions on preparing and submitting an overpayment.)

SNAP CERTIFICATION MANUAL – SECTION 13000

13300 Restored Benefits

13310 Actions to Take When Authorizing Restorations

Step 6: Determine if the restoration should be offset. When the household has a new or previously existing overpayment, the total restoration will be offset by the overpayment. See [SNAP 13320](#) for instructions on offsetting restored benefits.

Step 7: Obtain supervisory approval via the *Report of Restored Benefits (DCO-201)*. (A DCO-201 may be obtained through DHS SHARE.) The DCO-201 must contain the following information:

- The total amount to be restored
- The reason for the restoration
- How it was determined that the household was entitled to the restoration
- The months for which benefits will be restored



NOTE: A DCO-201 need not be completed if aged EBT benefits are being restored to a household. See [SNAP 13311](#).

Step 8: Notify the household via *Notice of Action (DCO-1)* of the restoration. The DCO-1 must specify the following information:

- The total amount of the restoration
- The reason for the restoration
- The months for which benefits are being restored
- The amount being offset, if any
- If offset is occurring, the reason for the offset

The DCO-1 will also advise the household of its right to appeal the amount of the restoration and/or the amount of the offset. The household must submit its appeal within 90 days of the day of the notice of restoration.

Step 9: Prepare the authorization document.

If the total amount to be restored can be calculated without requesting additional information from the household or other source, the restoration must be authorized within 30 days of the date of discovery. If additional information and/or verification must be obtained to determine the restoration amount, the restoration must be authorized within 30 days of the date on which all of the required information and/or verification was received.

Partial restorations will be authorized when the county can determine the restoration amounts for some, but not all, of the months in the restoration period. For example, a household may be

SNAP CERTIFICATION MANUAL – SECTION 13000

13300 Restored Benefits

13311 Restoring Aged Benefits

entitled to a restoration for a six-month period; however; the county only has the information necessary to complete a restoration for a four-month period. The restoration for the four-month period will be authorized within 30 days of the date on which the potential restoration became known to the county. The restoration for the two remaining months will be authorized within 30 days of the date when the information necessary to determine the restoration is received.

13311 Restoring Aged Benefits

SNAP Manual 10/01/01

DELETED

13320 Offsetting Claims

SNAP Manual 10/01/01

Before restoring benefits to a household, the county office worker must determine if the household has an unpaid claim. If the purpose of the restoration is to restore aged SNAP benefits, no offset will occur regardless of the type or status of the claims against the household. Claims against the household are listed on the Recipient Overpayment Accounting System (ROAS). See [SNAP 15501](#). If the household has an unpaid claim, the claim must be offset before benefits are restored.

If a claim against a household is unpaid or held in suspense, the amount to be restored will be offset by the amount due on the claim. The balance, if any, is restored to the household.

13330 Restorations to Individuals Disqualified For Fraud

SNAP Manual 12/01/00

Individuals disqualified for fraud are entitled to a restoration of any benefits lost during the months they were disqualified only if the decision that resulted in the disqualification is subsequently reversed. An individual is not entitled to a restoration of benefits lost during a disqualification period just because there was no criminal conviction. The individual must successfully challenge the disqualification in a separate court action before benefits are restored. The county office must include a copy of the court order in the case record.

SNAP CERTIFICATION MANUAL – SECTION 13000

13300 Restored Benefits

13340 How to Issue Restored Benefits

13340 How to Issue Restored Benefits

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See [SNAP 14133.2](#) for instructions for authorizing issuance of restored benefits.

13350 Restoring Benefits to Households That Move

SNAP Manual 12/01/00

When benefits are due a household that intends to move, benefits will be restored prior to the move, if possible. If this is not possible, the restoration will be handled as instructed below.

Within the State

If the household is due restored benefits and moves before the benefits are restored (or fully restored); the receiving county will authorize the restoration.

The losing county will document the case record in sufficient detail to clearly convey the necessary information about the restoration to the receiving county.

Out of the State

Restored benefits will be authorized as instructed in [SNAP 13310](#). If the county office does not know the departing household's new location or address, the restoration will be available for up to one year from the household's departure. Should the household contact the county during this period, the restoration will be authorized.

13351 When Household's Membership Has Changed

Whenever benefits are to be restored to a household and that household's membership has changed, the benefits will be restored to the household containing a majority of the individuals who were household members at the time the loss occurred. If the county office worker cannot locate the household that contains a majority of former household members, the benefits will be restored to the household containing the individual who was the case head at the time the loss occurred.

13360 Restorations When Household's Membership Has Changed

SNAP Manual 12/01/00

If a household believes it is entitled to a restoration of lost benefits, but the county, based upon a review of the case record, does not agree, the household has 90 days to request an administrative hearing. Day one of the 90-day period will be the date the household was notified, in writing, that the request for restoration was denied.

SNAP CERTIFICATION MANUAL – SECTION 13000

13300 Restored Benefits

13360 Restorations When Household's Membership Has Changed

A household may also request an administrative hearing to dispute the amount of the restoration, the method of calculation, or the amount of offset. Hearings must be requested within 90 days of the date that the household was notified, in writing, of the restoration.

If a hearing is requested before benefits are restored, the amount calculated by the county office will be issued to the household. If the hearing decision is favorable to the household, another restoration will be made.

SNAP CERTIFICATION MANUAL – SECTION 14000

14000 Issuance of Benefits – Summary

14100 Types of Issuance

14000 Issuance of Benefits – Summary

SNAP Manual 12/01/03

Issuance of Supplemental Nutrition Assistance Program benefits in the State of Arkansas operates in the following sequence:

- The county office authorizes issuance of SNAP benefits.
- Benefits for initial applicants are authorized on a daily basis. Monthly benefits for currently certified cases are authorized at the end of each calendar month for the following calendar month.
- Benefits are issued through an Electronic Benefits Transfer (EBT) system utilizing a device similar to a debit card.
- When a household applies for the first time or when an applicant needs a new EBT card, the card is mailed to the household. After the EBT card is received, the SNAP household must contact the Customer Service Help Desk at 1-800-997-9999 to select the personal identification number (PIN) that must be used with the EBT card.
- To purchase food with the EBT card, the SNAP household takes the card to any grocery store authorized by the Department of Agriculture, Food and Nutrition Service (FNS) to accept SNAP benefits. At the grocery store, the EBT card is swiped through a point of sale (POS) device.
- When the card is swiped, the EBT contractor electronically credits to the merchant's bank account an amount equivalent to the SNAP purchase, and the household's SNAP EBT account is electronically debited for the amount of the purchase.

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14000 Issuance of Benefits – Summary

14100 Types of Issuance

14100 Types of Issuance

SNAP Manual 12/01/03

On each monthly and daily *County/Name Listing* (FS-147) a three digit code, representing the transaction type, appears in the first column. The same transaction types appear on the WFTD screen and the Aid/Benefit History tab in ANSWER. The following chart lists each transaction type and briefly describes the transaction.

Transaction Type	Description
000	A regular monthly or daily extract which may include: Prorated benefits (SNAP 14122) Restorations and retroactive benefits (SNAP 14110) Recoupments (SNAP 14110) Aggregate benefits (SNAP 14120)
001	Second authorization of benefits for individual residing in a battered women's shelter (SNAP 14134)
002	Retroactive only benefits (SNAP 14121)
200	Reissue of current month's benefits (Code not presently in use)
300	Supplemental benefits (SNAP 14133)
400	Replacement of food purchased with SNAP benefits and then later lost in a disaster (SNAP 14132)
500	Special situations (SNAP 14135)
600	Restored benefits (SNAP 14133.2)

14110 Monthly Extract

SNAP Manual 12/01/03

SNAP benefits are authorized on a monthly basis for all households currently participating in the Supplemental Nutrition Assistance Program. When monthly benefits are authorized, SNAP benefits may be withheld (recouped) as a result of an overpayment claim against the household. Recoupments are identified on the Aid/Benefit History tab in ANSWER by the appearance of a code C in the TSCF column. See [SNAP 15531](#) for additional information. When monthly benefits are authorized, restored benefits may be issued to the household. Restorations are identified on the SNAP History Inquiry Screen (WFTD) by the appearance of a code S in the TSCF column.

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14000 Issuance of Benefits – Summary

14120 Daily Issuance Extract

14120 Daily Issuance Extract

SNAP Manual 12/01/03

SNAP benefits are authorized on daily issuance when an initial application is approved, when a SNAP case is reinstated, or when an adjustment is keyed to the Aid/Benefit History tab in ANSWER.

14121 Retroactive Benefits

SNAP Manual 12/01/03

Retroactive SNAP benefits are authorized via daily issuance at the time of application approval if:

1. The household's application was filed in a month prior to the month of application approval; and
2. The household was eligible for benefits during the retroactive month or months; and
3. The county office was at fault for the delay in processing the application.

Under certain conditions, retroactive benefits are authorized for a household that is not currently eligible for SNAP benefits. The Daily Report of Messages (PO-0792) will list retroactive benefits that extract on daily issuance. Retroactive benefits will be identified on the SNAP Aid/Benefit History tab by the appearance of a code T in the TSCF column.

See [SNAP 8650](#) for additional information about retroactive benefits. See [SNAP 8520](#) for instructions on determining fault when an application is delayed.

14122 Prorated Benefits

SNAP Manual 12/01/03

Benefits for households that file an initial application for SNAP benefits as defined in [SNAP 8100](#) are prorated to the date of application and authorized via daily issuance. [SNAP 8610-8612](#) contains additional instructions about prorated benefits.

14123 Aggregate Benefits

SNAP Manual 12/01/98

Aggregate benefits are benefits for the month of application and the following month. Aggregate benefits are automatically extracted and authorized via daily issuance when an initial application is filed after the 15th day of the month and is approved on or before the last day of

SNAP CERTIFICATION MANUAL – SECTION 14000

14000 Issuance of Benefits – Summary

14130 Benefits Authorized Via Aid/Benefit History Tab

the same month. Aggregate benefits will be identified on the Aid/Benefit History tab by the appearance of a code F in the TSCF column. See [SNAP 8651](#) for additional information.

14130 Benefits Authorized Via Aid/Benefit History Tab

SNAP Manual 07/01/13

The following benefits must be authorized via daily issuance using the Aid/Benefit History tab.

1. Replacement of food purchased with SNAP benefits and lost in a disaster;
2. Reissue of benefits to residents of shelters for battered women;
3. Supplemental issuances;
4. Restored benefits issued to households currently participating in the Supplemental Nutrition Assistance Program; and
5. Reissue of current month's benefits. (Normally, used to correct systems problems)

14132 Replacement of Food Lost in a Household Misfortune

SNAP Manual 07/01/13

Households may request a replacement of food purchased with SNAP benefits and subsequently destroyed in a household misfortune such as, but not limited to, a fire, flood or tornado. When a household indicates part or all of the food the household purchased with SNAP benefits was destroyed in a misfortune, the agency must take the following steps:

Step 1: Have responsible household member must complete a *Declaration of Food Loss (DCO-238)*.

- If the household member cannot complete the DCO-238, the agency may complete the form and have the household member sign the form.
- If the household does not provide verification of the power outage or the agency cannot obtain it, then request verification via the DCO-1. The household must be allowed 10 days to furnish the requested verification. Go to Step 2.

Step 2: Determine if the misfortune qualifies for a replacement.

- Determine if the misfortune was reported within 10 days of the date of the occurrence.



Note: If the misfortune is due to a power outage, the 10 day count begins the date the power is restored.

SNAP CERTIFICATION MANUAL – SECTION 14000

14000 Issuance of Benefits – Summary

14132 Replacement of Food Lost in a Household Misfortune

- If the misfortune is the result of a power outage, determine if the power was out long enough. The two statements below are a general guide for determining if the household misfortune qualifies for a replacement.
 - A refrigerator will keep food cold for up to four hours during a power outage.
 - A full freezer will keep its temperature for up to 48 hours and up to 24 hours half full during a power outage.
- If yes, go to Step 3.
- If not, deny the household's claim and provide the household with the form *Notice of Action* (DCO-1) explaining the reason for the denial.

Step 3: Calculate the replacement value.

- Enter the date of the misfortune on the Food Loss Replacement Worksheet (DCO-238W) as shown on the DCO-238. If the loss was the result of a power outage, enter the date the power was restored.
- Enter the date reported as shown on the DCO-238, if the difference between the date of the occurrence and the date the loss was reported is more than 10 days, **STOP HERE**.
- Once the date of the misfortune and date reported fields are entered on the DCO-238W, the look-back period will automatically populate.
 - The 30 day count will begin with the misfortune date and end after counting back 30 days with misfortune date counting as day 1.
- Enter the current monthly benefit amount. In the case of an initial application include the aggregate amount if received.
- Enter the most recent purchases 30 days prior to and including the date of the occurrence on the DCO-238W (most recent purchases can also be exported from EBT into the worksheet).

SNAP CERTIFICATION MANUAL – SECTION 14000

14000 Issuance of Benefits – Summary

14132 Replacement of Food Lost in a Household Misfortune



Note: THE AMOUNT AUTHORIZED MAY NOT EXCEED THE CURRENT MONTH'S SNAP BENEFIT AMOUNT. (If current month's benefits are not yet available, the amount authorized may not exceed last month's benefits.)

- The Food Loss Replacement Worksheet (DCO-238W) will automatically prorate purchases during from the look-back period using the Benefit Replacement Proration Chart.
 - Rounding of purchases will be done in the background in the worksheet after calculations are completed.
 - **Example:** Maxine completes a DCO-238 to report a misfortune because she had a house fire. She reports losing food. Maxine receives \$ 668 for a household of 4. The fire occurred on March 20. She reported the fire on March 25.
 - The purchases from March 20th to February 19th will be used to calculate the food replacement. March 20th is day 1, February 19 is day 30.
 - Once each purchase is entered, the Food Loss Replacement Worksheet will calculate the transactions using the Benefit Replacement Proration Chart and complete the total replacement amount.

Purchase Date	Purchase Amount	# of Days to Prorate	Amt. Eligible for Replacement	Total Replacement
Feb. 25 th	\$150	24	35.01	
Feb. 28 th	\$100	21	33.34	
March 15 th	\$50	6	41.67	\$110.02

- Total food replacement: \$110.02 (\$110.00)
- If total exceeds current monthly benefit, then round down to current total.
- Fully narrate all actions taken on the case.

Step 4: Complete the replacement using the Budget Summary and Aid Benefits History tabs in ANSWER.

SNAP CERTIFICATION MANUAL – SECTION 14000

14000 Issuance of Benefits – Summary

14133 Supplemental Benefits / Restored Benefits

- The serial number for the month's benefits being replaced will be used to key the replacement. The transaction type for the replacement is **451**.
- Replacement issuances shall be provided to households within 10 days after report of loss or within two (2) working days of receiving the required documentation, whichever date is later. Go to Step 5.

Step 5: Issue to the household a DCO-1.

Specify the amount of the replacement and the approximate date the benefits will be available..

14133 Supplemental Benefits / Restored Benefits

SNAP Manual 12/01/98

Supplemental benefits or restored benefits are issued by the agency to correct an error made by the agency. This includes, but is not limited to, case processing errors, system errors, and contractor errors. The distinction between a supplemental benefit and a restored benefit depends on the month of issuance. Supplemental benefits are authorized in the same month as the incorrect benefits while restored benefits are issued in a month after the incorrect benefits were issued.

This section provides only instructions on authorizing issuance of supplemental and restored benefits. See [SNAP 13100](#) for instructions on determining the correct amount of supplemental or restored benefits to be authorized.

14133.1 Authorization of Supplemental Benefits

SNAP Manual 07/01/13

Supplemental benefits are authorized in the same as the benefits that are being corrected unless these benefits were issued as aggregate benefits as instructed in [SNAP 8651](#). Aggregate benefits must have been issued in the month before the current month.

The following instructions must be followed to authorize supplemental benefits:

- Issue the supplement using the Aid/Benefit History tab in ANSWER. Use the serial number of the benefits to be supplemented. For aggregate benefits, use the serial number of the benefits identified with a code F in the TSCF column of the Aid/Benefit History tab. Use one of the following transaction types:

SNAP CERTIFICATION MANUAL – SECTION 14000

14000 Issuance of Benefits – Summary

14133 Supplemental Benefits / Restored Benefits

- 321 Arithmetic error
 - 324 Incorrect calculation of income
 - 325 Incorrect calculation of deduction
 - 327 Incorrect household size
 - 328 Input not correct or not processed correctly after entry
 - 329 Failed to process change timely
 - 333 Failed to increase benefits as a result of an increase in household size or decrease in income of \$50 or more
 - 334 Other or combination of two or more listed above
- Review the SNAP Addition Interface to ensure the household size is correct. If there are no corrections needed, enter the amount of the supplement.

14133.2 Authorization of Restored Benefits

SNAP Manual 12/01/03

Restored benefits may be authorized with a household's regular monthly benefits or as a separate issuance. Restorations will be authorized via the Aid/Benefit History tab when the household's monthly benefits have already authorized and issuance the restoration should not be delayed until the household's next regular issuance. Restorations will be authorized with an ANSWER transaction (a 500 code) when the SNAP case is closed or has expired or when the restoration may be issued with the next month's regular benefits.

To authorize restored benefits via Aid/Benefit History tab, the worker must key an RO transaction. If an RO transaction is entered for a case already on the SNAP Master File, restored benefits will extract on the next daily issuance. If an RO transaction is entered for a case not currently on the SNAP Master File, restored benefits will extract at the next monthly extract.

The following instructions must be followed to authorize restored benefits via Aid/Benefit History tab:

Step 1: Issue the supplement using the Aid/Benefit History tab in ANSWER. Use the serial number of the benefits that have already extracted in the current month. (Call the Supplemental Nutrition Assistance Program Section for assistance if authorizing restored benefits when aggregate benefits were issued.) Use one of the following transaction types:

- 601 Arithmetic error

SNAP CERTIFICATION MANUAL – SECTION 14000

14000 Issuance of Benefits – Summary

14134 Issuance to Residents of Battered Women’s Shelters

- 602 Failure to give retroactive benefits
- 603 County decision reversed by administrative hearing
- 604 Incorrect calculation of income
- 605 Incorrect calculation of deduction
- 606 Incorrect calculation of resource
- 607 Incorrect household size
- 608 Input not keyed or not keyed timely
- 609 Failed to process change timely
- 610 Failed to increase benefits as a result of an increase in household size or decrease in income of \$50 or more
- 611 Case closed, denied, or benefits reduced due to other misapplication
- 614 Other or combination of the above
- 650 Aggregate benefits were cancelled and then re-mailed in the month after extract

Enter the amount to be restored. Go to Step 2.

Step 2: Enter the information from the DCO-248 via the SNAP Automated 248 Screen (WFMO).

The *Daily Report of Messages* (PO-0792) contains a listing of restored benefits that extract on daily issuance.

14134 Issuance to Residents of Battered Women’s Shelters

SNAP Manual 12/01/03

Individuals, who enter a shelter for battered women and children, as defined in [SNAP 1840](#), may be entitled to receive an additional issuance of benefits if this individual is currently included in an active SNAP case with the person who abused them.

An additional issuance of benefits will not be authorized if the abused individual is the case head. If the case head does not have the EBT card in their possession, the original card will be deactivated and replaced as instructed in [SNAP 14400](#).

If the abused individual is not the case head, a SNAP application will be processed with the abused individual as the case head. See [SNAP 1841](#). Benefits will be prorated to the date of application. See [SNAP 8610](#) for information about proration.

SNAP CERTIFICATION MANUAL – SECTION 14000

14000 Issuance of Benefits – Summary

14135 Code 500 - Special Transactions

To authorize an additional issuance of benefits to a resident of a battered women's shelter, the county office will:

Step 1: Complete the form *SNAP Automated Adjustment (DCO-248)*. Use the serial number of the benefits to be supplemented. For aggregate benefits, use the serial number of the benefits identified with a code F in the TSCF column of the SNAP History Screen (WFTD). Use transaction code 001. Enter the number of household members residing in the shelter. Enter the benefit amount after proration. Go to Step 2.

Step 2: Enter the information from the DCO-248 via the SNAP Automated 248 Screen (WFMO).

14135 Code 500 - Special Transactions

SNAP Manual 12/01/03

The 500 transaction is used when the county cannot authorize SNAP benefits due the household through a normal transaction. No 500 transaction can be keyed unless the transaction has been authorized by the Central Office Supplemental Nutrition Assistance Program Section at 682-8190.

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14200 Failure to Extract on Daily Issuance

14135 Code 500 - Special Transactions

14200 Failure to Extract on Daily Issuance

SNAP Manual 12/01/03

At times, SNAP benefits authorized via daily issuance will fail to extract. Benefits that fail to extract are listed on the Daily Report of Messages (PO-0792). A message on the report indicates the reason for failure to extract. The following chart provides a listing of the error messages, the reason for the error, and the action required, if any.

Error Message	Explanation	Action Required
PRORATE FIGURED LESS THAN 10 DOLLARS	Initial month's benefits prorated to less than \$10.	None. Initial month's benefits that prorate to less than \$10 are not issued to the household. NOTE: If benefits should not have prorated to less than \$10, approve another application with the correct information.)
BEG-CRT HAS FUTURE DATE or START MO IS PAST DATE	The beginning month of certification is later than the month in which the application was approved.	None, if the household is not eligible for SNAP benefits in the month of application approval. If the certification period does not include the current month but the benefits are for a prior month, a restoration will be authorized. If the certification period should include the current month, the certification period must be corrected by approving another application with the correct certification period. When the application is approved, the benefits for the current month will extract.
DUPLICATE EXTRACT DELETED	The case has more than one transaction keyed, but a duplicate extract was prevented.	No action is required.
RETRO OR RESTORATION > 0	The household will receive retroactive or restored benefits when their regular monthly benefits are authorized.	No action is required.

SNAP CERTIFICATION MANUAL – SECTION 14000

14200 Failure to Extract on Daily Issuance

14135 Code 500 - Special Transactions

Error Message	Explanation	Action Required
CASE NOT OPEN - 600 TRANSACTION	The SNAP case is in closed status and a 600 transaction was keyed to the WFMO screen. The restored benefits cannot be authorized via WFMO.	Contact ANSWER System Support.
CASE OPEN & THIS WFMO REC	The SNAP case is in open status with a certification period that does not include the current month and the 600 transaction was keyed to the WFMO screen. The restored benefits cannot be authorized via WFMO.	Contact ANSWER System Support.
CASE CLOSED & THIS WFMO REC	The SNAP case is in closed status and a 650 transaction was keyed to the WFMO screen. The benefits cannot be authorized via WFMO.	Contact ANSWER System Support.
ISSUED BENEFIT GREATER THAN MAX	The amount of benefits on the SNAP case was greater than the maximum benefit amount of \$1,800.	Contact ANSWER System Support.
CANNOT EXTRACT RETRO	The beginning month of the certification period is not a month earlier than the current month or the case was closed before the retro benefits extracted.	Contact ANSWER System Support.
ISSUED VALUE EQUAL ZERO	The current month's benefits prorated to zero. Or The certification period does not include the current month.	If prorated retroactive benefits are less than \$10.00, this message will appear. No action is required. If the certification period does not include the current month but the benefits are for a prior month, a restoration will be authorized. If not, the certification period must be corrected to reflect the current month by approving another application with the correct certification period. When the application is approved, the benefits for the current month will extract.

SNAP CERTIFICATION MANUAL – SECTION 14000

14300 Electronic Benefits Transfer (EBT)

14310 Issuance of Cards

14300 Electronic Benefits Transfer (EBT)

SNAP Manual 12/01/03

SNAP benefits are issued via the Electronic Benefits Transfer (EBT) system through the use of a magnetic stripe plastic card at a point of sale (POS) device in a grocery store or other outlet. All locations that accept SNAP benefits are authorized by the Department of Agriculture, Food and Nutrition Service (FNS) to do so. Each EBT card contains the cardholder's name and a Primary Account Number (PAN) which is unique to the card.

Generally, only one card will be issued to each household. The head of the SNAP budget unit (self, head or household) will be the primary cardholder.

A household may name up to two alternate payees. An alternate payee has a separate EBT card with his or her name on the card, a separate card number and personal identification number (PIN) and has access to all the benefits in the SNAP account. An alternate payee may or may not be a household member, but all EBT cards will be mailed to the SNAP household's mailing address. An alternate payee who is not a household member must be designated by the household as an authorized representative. See [SNAP 14330](#) and [SNAP 900-983.1](#) for additional information.

Households receiving both Transitional Employment Assistance (TEA) and SNAP benefits will use the same EBT card to access both accounts if the primary payee is the same for both cases. If not, two cards will be issued—one to be used for the SNAP account and one to be used for the TEA account. (Two cards are also issued when there is a difference in the SSN's or dates of birth in the SNAP and TEA cases.)

14310 Issuance of Cards

SNAP Manual 12/01/03

EBT cards are issued through the mail by a contractor. EBT cards are mailed by the first work day following the day an application is approved or a replacement card is requested.

14320 Personal Identification Number

SNAP Manual 12/01/03

A four-digit personal identification number (PIN) must be used with the EBT card to access benefits. The household must call the Customer Service Help Desk at 1-800-997-9999 to select their PIN. The PIN will not change unless the household requests a change. NOTE: Even if a new EBT card is requested, the PIN will remain the same unless the household requests a new PIN. It

SNAP CERTIFICATION MANUAL – SECTION 14000

14300 Electronic Benefits Transfer (EBT)

14330 Authorized Representative

is important that the household not share the PIN with anyone or write the PIN anywhere that an unauthorized person could see it.

If a cardholder forgets their PIN or believes an unauthorized individual has learned their PIN, a new PIN must be assigned. The cardholder must call the Customer Service Help Desk at 1-800-997-9999 to report problems with the PIN or to request a new PIN. After the Help Desk verifies the customer's identity, the client will select a new PIN and the old PIN can no longer be used.

14330 Authorized Representative

SNAP Manual 12/01/03

A SNAP household may name an authorized representative to make application for SNAP benefits and may name the same authorized representative to access SNAP benefits on behalf of the household. See [SNAP 900-983.1](#) for additional information.

An authorized representative may or may not serve as an alternate payee. (The distinction between an alternate payee and an authorized representative is that the alternate payee has a separate EBT card, card number and PIN. The authorized representative does not.) The SNAP case head should be aware that an alternate payee has access to all the benefits in the SNAP account. See [SNAP 14300](#) for additional information.

14340 Availability of Benefits

SNAP Manual 04/23/12

SNAP benefits are available twenty-four hours a day, seven days a week. Monthly SNAP benefits are credited to the recipient's account at 12:01 a.m. on the calendar dates shown below.

Last Digit of Recipient's SSN	Availability Date
0-1	4th calendar day of the month
2-3	5th calendar day of the month
4	8th calendar day of the month
5	9th calendar day of the month
6	10th calendar day of the month
7	11th calendar day of the month
8	12th calendar day of the month
9	13th calendar day of the month

SNAP CERTIFICATION MANUAL – SECTION 14000

14300 Electronic Benefits Transfer (EBT)

14350 Cancellation of Benefits

When benefits are authorized through daily issuance, the benefits extract that night and will become available the next calendar day at 6:00pm.



Note: Benefits authorized on the weekend or a holiday will actually authorize the next business day and become available at 6pm the day after.

Example 1: Application approved Saturday, August 11, 2012; benefits will extract Monday, August 13, 2012 and become available to the household on Tuesday, August 14, 2012 at 6pm.

Example 2: Application approved Wednesday, July 4, 2012; benefits will extract Thursday night and become available to the household Friday, July 6, 2012 at 6pm.

14350 Cancellation of Benefits

SNAP Manual 04/23/12

No benefits will be held at any time.

Each day, the Supplemental Nutrition Assistance Program Section reviews the daily issuance extract and will cancel benefits on the extract during the prior to availability if:

- An incorrect amount extracted; or
- The authorized amount is excessive for the household size; or
- The transaction will otherwise cause an imbalance in the accounting process.

Counties are notified of the cancellation via the Daily Cancellation Report (PO-783).

Benefit Extract-Monthly and Daily

Under certain specific conditions, the Supplemental Nutrition Assistance Program Section will cancel SNAP benefits after extract for issuance on the monthly extract and before the benefits become available to the household.

The Supplemental Nutrition Assistance Program Section will approve a county office request to cancel SNAP benefits after monthly extract and before the availability date if the county office has reliable information that the household has moved from the State or that all household members are deceased. In other situations, the household would be entitled to a notice of adverse action prior to case closure or a reduction in benefits. (Benefits will not be cancelled if an advance notice of adverse action expires after extract but before the availability date.)

SNAP CERTIFICATION MANUAL – SECTION 14000

14300 Electronic Benefits Transfer (EBT)

14350 Cancellation of Benefits

Benefits may also be cancelled prior to the date of availability to prevent an overpayment **if** the county office is at fault for the over-issuance and the household has been properly notified of the benefit change as described above. (It may be necessary to issue a corrected notice.) See the chart at the end of this section for instructions for re-authorizing cancelled benefits.

All cancellation requests must be submitted by e-mail to the Supplemental Nutrition Assistance Program Section. (If necessary, contact the Program Eligibility Analyst for the current contact person in the Supplemental Nutrition Assistance Program Section.) The e-mail should provide the name and SSN of the SNAP case head and must be accompanied by a clear explanation of the reason for the cancellation request. The cancellation of benefits must be completed on the same day of the request. (This will create an audit trail for the cancellation.)

The Program Eligibility Coordinator or a designee should approve and/or submit all requests for cancellation.

The Supplemental Nutrition Assistance Program Section will review the request, take the appropriate action either to cancel the benefits or to deny the request, and notify the county office via email of the decision. It may be necessary to contact the individual to request additional information about the situation. If so, the request will be sent by e-mail.

The DHS County Office will be responsible for issuing corrected notices (if needed) and for re-authorizing cancelled benefits if appropriate. See the chart at the end of this section for instructions for re-authorizing cancelled benefits.

Tips for Requesting a Cancellation

- Client-caused overpayments of SNAP benefits **will not** be cancelled after extract. You must notify the household before you take an action to correct the SNAP case.
- SNAP benefits **cannot** be cancelled after they become available to the household. If the household is over-issued, an overpayment must be prepared.
- SNAP benefits will not be cancelled after monthly extract if the household's advance notice of adverse action ends after extract but before the SNAP benefits become available.
- The Supplemental Nutrition Assistance Program Section cannot cancel benefits before they extract. If you realize **on the day of application approval** that you have improperly approved a SNAP case, you should attempt to correct the case. To correct the case, you can key a new approval using the same application date but changing the certification date to a previous period (ex. 12/01/05-12/05). The benefits will not extract. If the household is entitled to benefits for the current month, you will have to contact

SNAP CERTIFICATION MANUAL – SECTION 14000

14300 Electronic Benefits Transfer (EBT)

14350 Cancellation of Benefits

ANSWER System Support to get benefits extracted. Always check the next day to make sure that the correction worked.

- If your county had a problem that caused a number of cases to extract in error, please notify the Supplemental Nutrition Assistance Program Section of the problem and send a list of the requested cancellations rather than sending each request individually.

To reauthorize cancelled benefits, the worker must follow the instructions provided in the chart below.

Type of Cancelled Transaction:	Action to take to Reauthorize
Monthly benefits cancelled to prevent an overpayment	Obtain authorization and then enter a correct 500 transaction.
Battered Women Reissue 001 transactions	Enter a correct 001 transaction.
Supplements 300 series transactions	Enter a correct 300 transaction.
Replacement of Food Lost in Disaster 451 transaction	Enter a correct 451 transaction.
Special Situations 500 transactions	Obtain authorization and then enter a correct 500 transaction.
Restorations 600 series transactions	Enter a correct 600 transaction.
Aggregate Benefits 650 transaction	<ul style="list-style-type: none">• If aggregate benefits are to be reissued in the same month as the original issuance, enter a 200 transaction (reissue of current month's benefits).• If aggregate benefits are reissued in the month after the benefits were originally issued, enter a 650 transaction.• If the benefits are to be reissued in any subsequent month, enter a 612 transaction (restoration).

SNAP CERTIFICATION MANUAL – SECTION 14000

14300 Electronic Benefits Transfer (EBT)

14360 Account Balances

14360 Account Balances

SNAP Manual 12/01/03

An EBT SNAP benefit account does not close when a SNAP case closes. The former recipient remains entitled to the account balance. As long as benefits remain in the EBT SNAP account, the former recipient may still have cards issued or reissued and select or change PINs.

Benefits remain available to the household for 12 months from the date of availability. After six months with no activity, the EBT account is in a dormant status. Even if the account is in a dormant status, the household may continue to access their benefits for up to 12 months from the date of availability. After 12 months, the benefits are expunged from the account. The household may no longer access these benefits; however, they may be applied to an overpayment. See [SNAP 15800](#).

SNAP CERTIFICATION MANUAL – SECTION 14000

14400 Replacing Lost, Stolen or Damaged Cards

14360 Account Balances

14400 Replacing Lost, Stolen or Damaged Cards

SNAP Manual 12/01/03

It is important that SNAP households understand they must report lost or stolen SNAP EBT cards immediately because SNAP benefits stolen from EBT accounts cannot be replaced

SNAP households must call the Arkansas EBT Help Desk at 1-800-997-9999 to report lost, stolen or damaged cards. There is no charge to the cardholder for replacement of lost, stolen or damaged cards.

If a member of a SNAP household calls the DHS county office to report a lost or stolen card, the county office worker must advise the household to contact the EBT Help Desk at 1-800-997-9999. If the household reports in person, the county office worker will help the household call the customer service number and report the card was lost or stolen. If the county office worker does not advise the household of the correct procedure and the EBT card is not deactivated as a result, the household may be entitled to a restoration of those benefits spent after the day of the reported loss. (The SNAP and EBT Unit must authorize all such restorations.) The *Telephone Report* (DCO-271) instructs county office workers to refer reports of lost cards to the EBT Help Desk. Replacement cards will be issued through the mail.

Whenever an EBT Help Desk customer service representative receives a call from an Arkansas SNAP benefit recipient, he or she first verifies the name and address of the cardholder. If either is incorrect, no action will be taken to replace a card. The caller will be told that the name/address information must be updated before a replacement card can be mailed. In most cases, if there is a discrepancy in the name/address information, the customer service representative will immediately “status” the EBT card. (This means the card is placed in an inactive status.) The client must contact the DHS county office and request correction of the discrepant information. When the DHS county office has made the necessary corrections, the client must once again call the EBT Help Desk at 1-800-997-9999 and request replacement of the lost or stolen card.

SNAP CERTIFICATION MANUAL – SECTION 14000

14500 Treatment Centers

14360 Account Balances

14500 Treatment Centers

SNAP Manual 12/01/03

Narcotic addicts or alcoholics who reside at a facility, treatment center or certain mental health centers for the purpose of regular participation in a drug addiction or alcoholism treatment and/or rehabilitation program must be certified using an authorized representative (AR) who is an employee of the center.

The AR is the only person who can access a client's benefits while he or she is a resident of the treatment center. An EBT card will be issued to the resident at the center's address. See [SNAP 981.3](#) for instructions. Once the client leaves the facility, the county office must be so notified immediately. The county office must then take action to remove the center employee as the client's authorized representative, and the center must give the EBT card to the resident at the time the resident leaves the facility. The resident will be instructed to call 1-800-997-9999 to request a new personal identification number (PIN) upon departure. If the center cannot give the EBT card to the resident when they depart, the card must be destroyed.

The center may install a point of sale (POS) device to allow the AR to access the EBT benefits. Before a point of sale device may be installed, the facility must be approved by the USDA, Food and Nutrition Service. See [SNAP 980](#).

When a client leaves a treatment center that utilizes a POS device and is entitled to part of their benefits as explained in [SNAP 981.5](#), the facility will do a SNAP purchase refund. This will debit the center's daily transactions and credit the client's SNAP benefit account.

Another way for the facility to access the SNAP benefits is to determine a prorated daily amount based on that individual's SNAP benefit amount. The facility will then swipe the card each week or every other week based on the cost of the client's meals for that period.

Centers not approved by Food and Nutrition Service must shop with the individual cards. In these centers, the ARs must carefully monitor the use of the cards to insure that one-half of the regular monthly benefits are left in the client's account until the 16th of the month.

SNAP CERTIFICATION MANUAL – SECTION 14000

14600 Group Living Arrangements

14360 Account Balances

14600 Group Living Arrangements

SNAP Manual 03/01/00

Eligible SNAP clients residing in a group living arrangement are certified as a one person household. In these facilities the customer may or may not be certified through an authorized representative (AR) who is an employee of the group living arrangement (see [SNAP 982](#)). In order to avoid duplicate entries on the ANSWER System, the AR will not be classified as an alternate payee or the primary payee. Instead, the authorized representative will maintain physical control over the EBT card and PIN. These decisions will be made by the group living arrangement on a case by case basis.

14700 Homeless Households

SNAP Manual 12/01/03

A homeless household's EBT card will be mailed to the household if the household has an address considered deliverable by the U.S. Postal Service. For example, the EBT card could be mailed to a general delivery address or sent to a homeless shelter.

If the household does not have an address, the EBT card may be sent to the county office. Any time the county office's address is used by a homeless household to receive an EBT card, the receipt of the EBT card must be recorded in the County EBT Card Log. A sample of this log is provided in *The Arkansas Benefits Transfer Handbook*.

Any EBT card received in a county office must be held in a safe or in a locked file cabinet in a secure location within the office. County office staff must not have routine access to the safe or file cabinet where EBT cards are held.

If an envelope containing an EBT card is opened before the envelope is delivered to the household, a supervisor or designee must destroy the EBT card. The destruction of the EBT card will be recorded on the *Affidavit of Destruction for EBT Card and PIN Log*. A sample of this log is provided in *The Arkansas Benefits Transfer Handbook*. The household must call the Help Desk at 1-800-997-9999 to request another EBT card and PIN.

If a homeless household fails to pick up the EBT card within 90 days, the EBT card must be destroyed. All destroyed EBT cards must be recorded on the *Affidavit of Destruction for EBT Card Log*. The destruction of the EBT card must also be recorded in the SNAP case record. Any household that appears in the county office after the destruction will be instructed to call the Help Desk at 1-800-997-9999 to request a new EBT card.

SNAP CERTIFICATION MANUAL – SECTION 14000

14900 SNAP EBT Adjustments

14360 Account Balances

14900 SNAP EBT Adjustments

SNAP Manual 06/01/02

An EBT adjustment occurs when benefits are returned to a household's account after they were deducted in error.

EXAMPLE: A household member uses an EBT card to purchase groceries. Due to a system error, SNAP benefits are debited from the household's EBT account twice for the same transaction.

The household has 90 days from the date of the problem transaction to contact the Arkansas EBT Help Desk at 1-800-997-9999 and inform the customer service representative that a problem has occurred. The household will need to tell the customer service representative the date, time and location of the transaction and the amount of SNAP benefits that were debited in error.

If this is found to be a legitimate request, the funds should be returned to the household's EBT account within 10 business days from the date the household filed the report with the Arkansas EBT Help desk. A business day is any calendar day other than a Saturday, a Sunday or a federal holiday.

If the household's request for a credit adjustment is denied, the household may request an administrative hearing (see SNAP 14922). The EBT Unit will provide documentation to the county office for the hearing. No action will be taken to credit the household's EBT account to correct the alleged system error unless the hearing decision is in the household's favor.

SNAP CERTIFICATION MANUAL – SECTION 15000

15100 Overpayments – Summary

15110 Types of Overpayments

15100 Overpayments – Summary

SNAP Manual 03/01/02

An overissuance occurs when a Supplemental Nutrition Assistance Program household receives more benefits than the household was entitled to receive. In this section of policy, the term “overpayment” will be used to refer to claims established against households that received an overissuance of SNAP benefits.

This section of policy covers:

1. When and how to prepare an overpayment
2. How to submit the overpayment to the Overpayment Unit
3. Overpayment Unit’s responsibilities
4. State income tax interception
5. The federal Treasury Offset Program (TOP)

The State will initiate or pursue collections only of SNAP benefits paid as a result of improper issuance, or overissuance. The State will not initiate or pursue collections of properly issued benefits. The State will not collect overissuance in a manner contrary to federal law or regulation.

The State will have 180 days from the date of discovery of an overpayment to complete an overpayment. This means the overpayment will be prepared and either the State will begin collection or will refer the case to a prosecutor’s office for possible legal proceedings. The date of discovery is the date when a county office worker or a Fraud Unit worker establishes the existence of an overpayment through documentary evidence.

SNAP CERTIFICATION MANUAL – SECTION 15000

15100 Overpayments – Summary

15110 Types of Overpayments

15110 Types of Overpayments

SNAP Manual 07/01/02

The three types of overpayment claim referrals are inadvertent household error, administrative error, and intentional program violation.

An explanation of each type of claim follows:

Inadvertent Household Error

An overpayment caused by a misunderstanding or an error on the part of the household. An inadvertent household error that results in an overpayment includes, but is not limited to, situations where:

- The household unintentionally failed to provide the county office with correct information;
- The household unintentionally failed to report to the county office changes in household circumstances; or
- The household unintentionally received an overissuance of SNAP benefits due to a continuation of benefits pending an administrative hearing decision.

Administrative Error

An overpayment caused by the agency or by the agency's failure to take action. An administrative error results in an overpayment when:

- The county office failed to take timely action on a change reported by the household;
- The agency incorrectly computed household income or deductions or otherwise assigned an incorrect benefit amount;
- A household was overpaid SNAP benefits due to a worker or system error;
- The household continued to receive SNAP benefits after the certification period expired without a reapplication determination; or
- The county office failed to reduce a household's SNAP benefits after the TEA (AFDC prior to 7-1-97) grant increased.

An overpayment will not be prepared when the county office failed to insure that the household signed the application form.

Intentional Program Violation (IPV)

An overpayment caused by an individual household member when the member intentionally:

- Made false or misleading statements (for example, the household falsified statements on the application);

SNAP CERTIFICATION MANUAL – SECTION 15000

15100 Overpayments – Summary

15110 Types of Overpayments

- Misrepresented, concealed or withheld facts (for example, the household did not report a change in a timely manner although the household was aware of the reporting requirements); or
- Violated the Food and Nutrition Act of 2008, the Federal Regulations, or State Statutes relating to the Supplemental Nutrition Assistance Program. (See [SNAP 16600](#) for a full explanation of an Intentional Program Violation.)

An IPV and the individual guilty of the IPV must be determined through:

- An Administrative Disqualification Hearing;
- A Court of Law with appropriate jurisdiction; or
- The accused individual signing a *Waiver of the Disqualification Hearing* (DCO-257).

Until one of the above actions occurs, suspected IPV's will be handled as inadvertent household errors.

The individual found guilty of committing the violation will be disqualified from participating in the Supplemental Nutrition Assistance Program. The period of disqualification depends on the sanction in effect at the time the violation began.

For any violation that began prior to March 1979, no disqualification will be imposed. For any violation that began during the period from March 1979 to September 1983, the disqualification will be three months. (*A three-month disqualification will be applied regardless of the number of offenses.*) For any violation that began during the period from October 1983 to September 1996, the disqualification will be six months for the first offense, twelve months for the second offense, and permanent for the third offense. For any violation that began during the period beginning October 1996 and continuing to the present, the disqualification will be one year for the first offense, two years for the second offense, and permanent for the third offense. See [SNAP 15531](#) for additional instructions.

SNAP CERTIFICATION MANUAL – SECTION 15000

15200 When to Prepare an Overpayment

15110 Types of Overpayments

15200 When to Prepare an Overpayment

SNAP Manual 03/01/02

All adult household members will be jointly and severally liable for the value of any overissuance of SNAP benefits to the household.

Overpayment claim may be established against:

- Any household currently participating in the Supplemental Nutrition Assistance Program that has received more SNAP benefits than the household was entitled to receive; or
- Any household containing an adult member who was an adult member of another household when that household received more SNAP benefits than the household was entitled to receive.
- Any household involved with the trafficking* of SNAP benefits.
- A sponsor of an alien household who was at fault for the alien receiving more benefits than the alien was entitled to receive.

* Trafficking means the buying or selling of SNAP or electronic benefits transfer (EBT) cards for cash or for consideration other than eligible foods; or the exchange of firearms, ammunition, explosives or controlled substances for SNAP benefits. Suspected instances of trafficking will be referred to the Fraud Unit via a *Suspected Fraud Report* (DHS-1700) within 10 days of the date the trafficking incident became known to a DHS county office worker.

No overpayment claim is prepared if:

- The county office failed to insure that the household signed the application form.
- The claim is classified as an administrative error and more than 12 months have elapsed between the month the overpayment occurred and the caseworker discovered an overpayment might exist.
- The claim amount is \$125 or less and the household is not currently participating in the Supplemental Nutrition Assistance Program **UNLESS** the overpayment was discovered in a Quality Assurance review. Overpayments discovered in a Quality Assurance review must always be established.

When a claim is submitted in any category other than an administrative error, the overpayment must be calculated back to the month the overpayment began **EXCEPT THAT:**

- No claim will be prepared for overpayments that occurred more than six years before the agency became aware of the overpayment.

SNAP CERTIFICATION MANUAL – SECTION 15000

15200 When to Prepare an Overpayment

15210 Who Will Prepare the Overpayment

- No claim will be prepared for any months in excess of three years from the month the agency discovered a possible overpayment if the county office has purged its files and has no record of issuance for those months.
- No claim will be prepared for any months in excess of three years from the month the worker discovered a possible overpayment if the household's circumstances for that month cannot be established because an employer or other source of verification has purged the records for the month of possible overpayment.

15210 Who Will Prepare the Overpayment

SNAP Manual 07/01/02

The county office worker will prepare the *Benefit Overpayment Report* (DHS-199) on all overpayments classified as administrative errors regardless of the amount of the overpayment. This includes overpayments where:

- The county office failed to take timely action on a change reported by the household.
- The agency incorrectly computed household income or deductions or otherwise calculated an incorrect benefit amount.
- The household was overpaid due to a worker or system error.
- The household did not complete the recertification process but continued to receive SNAP benefits after the certification period expired.

The county office failed to reduce a household's SNAP benefit amount after a household member's TEA cash assistance increased.

- The county office worker will prepare the Benefit Overpayment Report (DHS-199) on an overpayment classified as an inadvertent household error if:
- The overpayment occurred when a household requested continuation of benefits and the hearing decision was in favor of the agency's action.
- The overpayment amount is \$125 or less.

If an IPV is suspected and the total overpayment is estimated to be more than \$125, the worker will submit a *Suspected Fraud Report* (DHS-1700) to the Fraud Unit. If the case is accepted, the Fraud Unit will conduct an investigation, obtain the needed verification and prepare the overpayment documents.

If the case is not accepted for investigation, the county will be notified so a county office worker can be complete a DHS-199.

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15300 Timely Submission of an Overpayment

15210 Who Will Prepare the Overpayment

15300 Timely Submission of an Overpayment

SNAP Manual 03/01/02

An overpayment claim must be submitted to the Overpayment Unit within 60 days of the date of discovery. The date of discovery is the date that the county office worker establishes through documentary evidence that an overpayment exists.

A Suspected Fraud Report (DHS-1700) must be submitted to the Fraud Unit within 10 days of the date the worker becomes aware that an overpayment that is a suspected intentional program violation may exist.

15400 Preparing the Overpayment

SNAP Manual 10/01/03



NOTE: When a DHS County office becomes aware of an overpayment as the result of a Quality Assurance (QA) review, the household must follow the procedures in this section of policy. A QA reviewer will determine only the amount of overpayment for the review month. Also, the verification provided to QA by an agency or an employer may not cover the entire overpayment period.

The following actions will be completed to determine the total amount of the overpayment:

Step 1: Determine the Initial Month of Overissuance

The initial month of overissuance is the first month in the overpayment period. If the overissuance resulted from the household giving incorrect or incomplete information at the time of application (initial or recertification), the initial month of overissuance is the first month of the certification period assigned at application approval.

EXAMPLE: A household submitted an application on September 12. The husband's earnings were reported on the application, but the wife's earnings were not reported. The application was approved on October 21 based only on the husband's earnings. Retroactive prorated benefits were authorized for September. At the time of the wage match for the quarter ending September, it was discovered that the wife was employed at the time the application was submitted and had been working for several months. The initial month of overissuance will be September.

SNAP CERTIFICATION MANUAL – SECTION 15000

15400 Preparing the Overpayment

15210 Who Will Prepare the Overpayment

For Occasional Reporters, as defined in [SNAP 11350](#), if the household fails to timely report one of the changes specified in [SNAP 11200](#), the initial month of overissuance will be established by determining the effective date of the change and adding 20 days. For example, if the effective date of change is established as June 6th, the caseworker will begin with June 7th and count 20 days. The 20th day falls before the end of June (June 26th) so the initial month of overissuance is July. (No overpayment will be prepared if the overissuance resulted from a change other than those listed in [SNAP 11200](#).) If there is more than one unreported change during the overpayment period, the effective date of each change will be established in the same manner.

The effective date of the change is defined as the day upon which an identifiable change actually occurred. Some examples of the effective day of change are given below.

Situation	Effective Date
Went to work	First day of employment.
Change in household composition	Date member actually entered or left household.
Received entitlement check	Date 1st check issued to household as verified by issuing agency.
Received unemployment	Date first check issued to household as verified by WESD screen.

EXAMPLE: A household failed to report that the wife went to work in September until the household's recertification interview in December. The caseworker established that the wife's first day of employment was September 11. The 20th day is October 1. The initial month of overissuance will be November.

For Limited Reporters as defined in [SNAP 11340](#), the two changes that limited reporting households are required to report must be reported within 10 days of the end of the calendar month in which the change occurred. If the limited reporting household is subject to semi-annual reporting, all other changes must be reported on the semi-annual report. For changes that limited reporting households are required to report independent of the semi-annual report, the initial month of overissuance will be the second month following the calendar month in which the change occurred. For changes that limited reporting households are required to report on the semi-annual report, the initial month of the overissuance will be the

SNAP CERTIFICATION MANUAL – SECTION 15000

15400 Preparing the Overpayment

15210 Who Will Prepare the Overpayment

first month following the submission of the semi-annual report on which the change should have been reported.

Step 2: Exclude Any Months More Than 72 Months (or 12 months for administrative errors) Prior to the Month in Which the Overissuance was Discovered

Step 3: Determine the Household's Correct SNAP Benefit Amount for Each Month of the Overpayment Period

The household's correct benefit amount will be calculated using the household's exact income, resources, expenses, household composition, etc. for each month in the overpayment period. It may be necessary to calculate a different budget for each month in the overpayment period in order to capture variation in circumstances. Weekly and bi-weekly income and/or expenses will not be converted when a budget is calculated. See [SNAP 7512-7740](#) for instructions on preparing a budget.

If verification of the monthly income is not available, the best source of information may be used to prepare the overpayment. For example, the quarterly wages appearing on the wage match may be used to prepare an overpayment if the individual's employment is verified, but verification of monthly wages cannot be obtained. Documentation of all verification obtained must appear in the case record. If actual monthly income cannot be established, documentation of all attempts to obtain verification of the actual monthly income must appear.

The standards (e.g. - utility standard, standard deduction, earned income deduction) and issuance charts in effect during the overpayment period must be used to prepare the overpayment. If a standard changed during the overpayment period, the overpayment budgets must reflect this change. The tapes or forms used to prepare the overpayment budgets must be clearly labeled and must remain in the case record as documentation.

Step 4: If Necessary, Complete a Second Series of Budgets with no Earned Income Deduction...

...allowed on any earned income that a household failed to report timely. The overpayment budget will be prepared in the same manner as any other budget except that the earned income deduction will not be allowed for that portion of the earned income which the household failed to report.

SNAP CERTIFICATION MANUAL – SECTION 15000

15400 Preparing the Overpayment

15401 Households Participating In Workfare

EXAMPLE: A household reported the husband's income but failed to report the wife's income. The earned income deduction will be allowed for the husband's earnings but not for the wife's.

The earned income disallowance will be effective for any months in the overpayment period when the county was not aware of the earnings. For example, a county becomes aware of a household's earned income in July but does not adjust the case to include the earnings until December. The earned income disallowance will cease in July. The earned income deduction will be allowed when the overpayment budgets for the months August through December are prepared.

Step 5: Complete a DHS-199, Benefit Overpayment Report.



NOTE: Should the household become entitled to restored benefits while the overpayment is being prepared, the amount to be restored will be offset. See [SNAP 13320](#) for instructions.

Step 6: Enter the Overpayment in the Overpayment Record in the County Office

Any record must contain the following information.

- Name
- Case Number
- Date overpayment was discovered
- Month, day and year overpayment started
- Date referred to the Overpayment Unit
- Suspected claim type

Other information may be added if desired by the county office. Records may be manual or maintained on a personal computer (PC) based system.

15401 Households Participating In Workfare

SNAP Manual 07/01/00

When an overpayment occurs on a case in which a member participated in workfare during the overpayment period, the worker must determine if the household is entitled to an offset on the overpayment. See [SNAP 15402](#).

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15400 Preparing the Overpayment

15402 Households That Remain Workfare Eligible

15402 Households That Remain Workfare Eligible

SNAP Manual 07/01/00

If a household was overissued benefits while participating in workfare and remains eligible for participation in workfare, the county office worker must take the following steps:

- Step 1:** Establish a claim for the entire amount of overissuance.
- Step 2:** Give credit to the household for all extra hours of work performed during month of overissuance. Apply these hours to future work obligations.
- Step 3:** Determine the number of hours a participant has actually worked by contacting the workfare sponsor.
- Step 4:** Notify the workfare sponsor via DCO-209 of the household's entitlement.
- Step 5:** Complete a DHS-199, Benefit Overissuance Report.

If the household did not remain workfare eligible, see [SNAP 15403](#).

15403 Households That Do Not Remain Workfare Eligible

SNAP Manual 07/01/00

If a household was participating in Workfare at the time of the overissue but is not longer participating in workfare, a different procedure will be used. This procedure is outlined below.

- Step 1:** Determine the household's correct SNAP benefit amount for each month of the overpayment period. Use [SNAP 15400](#). Enter the corrected benefit amount on the DHS-199.
- Step 2:** Determine the household's correct obligation by dividing the household's correct monthly benefit amount by the current federal minimum wage. For workfare households, see [SNAP 3730](#) for the maximum obligation.
- Step 3:** Determine the number of hours actually participated. The workfare sponsor must furnish this information.
- Step 4:** Subtract the household's corrected obligation from the number of hours the household actually worked if additional hours were worked due to the overissuances. The result will be the extra hours worked.

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15400 Preparing the Overpayment

15404 Overpayments on Categorically Eligible Households

Step 5: Determine the offset amount by multiplying the extra hours worked by the current federal minimum wage. Enter the offset amount.

When cases are referred in a non-fraud status, the offset will be allowed when the total overpayment amount is entered. When the case is referred in a pending-fraud determination status, the offset must appear on the form but will not be reflected in the overpayment. The offset amount will be used by the Overpayments Unit to adjust the overpayment if there is no finding of an intentional program violation through a court of law or an administrative disqualification hearing.

15404 Overpayments on Categorically Eligible Households

SNAP Manual 03/01/02

Before 12-01-99, the definition of a categorically eligible household was: A household where every household member received either TEA (AFDC) or SSI benefits.

Beginning 12-01-99, the definition of a categorically eligible household is: A household where at least one member receives one of the TEA benefits specified in [SNAP 1920](#) **OR** a household where every member receives SSI benefits.

Categorical eligibility cannot be rescinded retroactively. This means that a household's status as a categorically eligible SNAP household will not be changed after the fact even if AFDC (TEA) or SSI eligibility is subsequently determined improper.

No overpayment will be prepared when excess household resources caused the household to be subsequently found ineligible for AFDC (TEA) or SSI benefits. However, an overpayment will be prepared if the AFDC (TEA) or SSI eligibility was improper due to unreported income or changes in household size and an overissuance of SNAP benefits occurred.

For example, a SNAP household is made up of a TEA recipient and her children, all of whom are included in the TEA grant. She goes to work but does not report this income. To determine the SNAP overpayment, the worker will include both the TEA grant received by the household and the unreported earned income.

In some cases, the additional income will result in a zero benefit amount even though the household was categorically eligible. In these instances, the overpayment amount will equal the entire benefit issued to the household.

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15400 Preparing the Overpayment

15430 Review and Submission of the Overpayment Report



NOTE: In the case of one- and two-person households, the minimum benefit rules will apply (see [SNAP 8630](#)).

When a household is receiving SNAP benefits only because the household is categorically eligible and the county discovers an unreported household member who was not a SSI recipient, an overpayment may be prepared if an overissuance occurred as a result. The overissuance amount will be the difference between the SNAP benefits the household received and the benefits the household would have received if the additional household member been properly included in the SNAP budget.

15430 Review and Submission of the Overpayment Report

SNAP Manual 03/01/02

The ES Supervisor or a designee must review the Benefit Overpayment Report (DHS-199) for accuracy. If the overpayment is valid, the supervisor or designee will sign the DHS-199 and send it to the Overpayment Unit.

If an intentional program violation is suspected and the overpayment amount is \$125 or more, only the DHS-1700 will be submitted to the Overpayment Unit. If the Fraud Unit does not find sufficient evidence to establish an IPV but does find that an overpayment exists, the Fraud Unit may complete the claim document and submit it to the Overpayment Unit or send the information to the county so the county can complete the DHS-199.

The county will complete and submit a *Report of Restored Benefits* (DCO-201) if the overpayment is used to offset restored benefits owed to the household. (*The DCO-201 is a low use form and is not available through the warehouse. This form may be accessed through DHS SHARE.*) Copies of the DHS-199 and (if applicable) the DHS-1700 and/or DCO-201 will be retained and filed in the Overpayment Section of the case record.

All claim documents must be retained for three years from the date of fiscal or administrative closure (see [SNAP 410](#)).

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15500 Overpayment Unit Responsibilities

15501 Recipient Overpayment Accounting System (ROAS)

15500 Overpayment Unit Responsibilities

SNAP Manual 03/01/02

The Overpayment Unit has the following responsibilities:

1. Reviewing the *Benefit Overpayment Report* (DHS-199) to determine if the information needed to substantiate an overpayment claim is contained in the documents.
2. Documenting the circumstances that resulted in the overpayment and the procedures and methods used to calculate the overpayment.
3. Requesting additional information if needed to substantiate the overpayment claim.
4. Activating the account in ROAS.
5. Sending a *Demand Letter and Repayment Notice*.
6. Monitoring claim payments and attempting to collect payments that are in arrears.

Within 120 days of the date of receipt of an overpayment claim, the Overpayments Unit will have entered all substantiated overpayment claims into the automated *Recipient Overpayment Accounting System* (ROAS) as an active account.

15501 Recipient Overpayment Accounting System (ROAS)

SNAP Manual 07/01/00

The ROAS is the automated accounts receivable system. This system contains data about each *Benefit Overpayment Report* (DHS-199) received in the Overpayment Unit and each valid claim processed for collection activity. The ROAS is indexed by debtor Social Security Number (SSN). Each SSN represents a specific account. Each account is sub-divided into a specific category by the agency program in which an overpayment has occurred. Each category is sub-divided by a specific claim number for each separate overpayment that has been established against the debtor represented by the SSN. All identifying information specific to the debtor account is entered into and contained in the ROAS.

An overpayment report becomes a valid overpayment claim only after verification has been completed and the claim has been entered into the ROAS as an active account. Overpayment claims processed by the Overpayment Unit without evidence of fraud are considered “civil” claims.

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15500 Overpayment Unit Responsibilities

15510 Accounting Section Responsibilities

15510 Accounting Section Responsibilities

SNAP Manual 03/01/02

The Accounting Section receives, processes, and records all payments and maintains ROAS. The Accounting Section documents and maintains records on the amount of money and SNAP benefits collected in payment of an overpayment and how much was submitted to Food and Nutrition Service. At the end of each month, the Overpayment Unit receives a printout of all transactions occurring during that month.

15520 Processing the Overpayment Claim

SNAP Manual 07/01/00

The Overpayment Unit reviews the *Benefit Overpayment Report* (DHS-199) to determine if all the information necessary to process an overpayment claim is contained in the documents. If the claim report is accurate and all information and calculations are correct, the Overpayment Unit substantiates the claim by:

1. Activating the account in the ROAS.
2. Sending a *Demand Letter and Repayment Notice* to the debtor with a copy to the initiating DHS county office.

If additional information is required to complete the overpayment claim, the initiating county office will be requested to provide the additional necessary information within 30 days. If the requested information is not received within 30 days, a second request will be submitted to the initiating county office.

If the requested information is not received from the initiating county office, the claim will be reviewed to determine if there is sufficient information available to establish any portion of the overpayment and one of the following actions will be taken:

- If sufficient information is available, a claim will be processed for the period and amount that can be substantiated with the available information. The initiating county office will be notified that a partial claim has been established and advised that the claim will be adjusted if the requested information is received in Overpayment Unit at a later date.

OR

- If the information is insufficient to verify and establish an overpayment claim for any time period or amount, the claim report will be administratively closed. The initiating county office will be notified and advised that if the requested information is received in the Overpayment Unit, the claim will be re-opened and processed.

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15500 Overpayment Unit Responsibilities

15530 Collections

15530 Collections

SNAP Manual 03/01/02

The Overpayment Unit is responsible for the collection of the overpayment. Overpayments may be repaid through:

1. Cash payment.
2. Offset of EBT SNAP benefits.
3. Reduction of the household's SNAP benefits prior to issuance (recoupment).
4. Offset of state income tax refunds, federal income tax refunds, federal salaries due federal employees owing delinquent SNAP debts, and other monies payable by the federal government to individuals owing a delinquent SNAP debt.

15531 Initiating Collection

SNAP Manual 07/01/00

Collection action will be initiated by sending a *Demand Letter* and *Repayment Notice* to the household (claim debtor). The *Demand Letter* will inform the household about the overpayment, the amount, time period, the reason it occurred, and the household's right to an administrative hearing and how to request one. The *Repayment Notice* will inform the household how the overpayment is to be repaid.

The Overpayment Unit will initiate collection action against the individual identified as the casehead on the DHS-199. However, every adult who was a member of the household during the overpayment period has liability for the debt. Therefore, if a change in household membership occurs, the Overpayment Unit may pursue collection action against any household with a member who was an adult member of the household that received the overissuance. The county office may offset restored benefits by the amount of the overpayment when restored benefits are owed to any household containing a member who was an adult member of the household that received the overissuance. See [SNAP 13320](#) for instructions on offsetting claims. Under no circumstances may the Overpayment Unit collect more than the amount of the claim.

Recoupment of SNAP benefits will be initiated if a household with a liable member is currently certified to receive SNAP benefits. If no such household is currently receiving SNAP benefits, the case head or other liable adult must make direct payments to the Agency unless he or she can repay the debt in full.

The county office must send a copy of the authorizing document to the Overpayment Unit when the case head changes on a case with an overpayment.

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15500 Overpayment Unit Responsibilities

15532 Payment Schedule

15532 Payment Schedule

SNAP Manual 02/01/00

There are two different payment schedules. They are:

1. A payment schedule for recoupment of SNAP benefits (see [SNAP 15700](#)); or
2. A payment schedule for direct payment in the form of cash, check, or money order.

The payment schedule for direct payments, which is based upon the amount of the overpayment, appears below:

Overpayment Amount	Monthly Payment Amount
\$ 1.00 to 100.00	\$10.00
101.00 to 300.00	\$15.00
301.00 to 500.00	\$20.00
501.00 to 800.00	\$25.00
801.00 to 1,000.00	\$30.00
\$1,001.00 to 1,500.00	\$35.00
1,501.00 to 2,000.00	\$40.00
2,001.00 to 2,500.00	\$45.00
2,501.00 and above	\$50.00

The payment schedule will remain in effect until changed by the Overpayment Unit. The household may contact the Overpayment Unit and request a change in the repayment schedule at any time. If the Overpayment Unit determines there is sufficient reason or that there is a legitimate financial hardship for the household, the repayment schedule may be changed.

15533 Households That Fail to Cooperate with Overpayment Unit

SNAP Manual 03/01/02

If a household fails to repay the overpayment debt or fails to make monthly payments as required in the repayment schedule, the Overpayment Unit will mail a *Delinquency Notice* to the household requesting payment. Debts that become 180 days delinquent will be referred to the Collections Unit, and the Collections Unit will contact the household regarding the delinquent account and will review the debt for legal action. Delinquent debts will be pursued through lawsuits, judgments, and/or garnishment of wages when necessary.

SNAP CERTIFICATION MANUAL – SECTION 15000

15500 Overpayment Unit Responsibilities

15534 Terminating Collection Action

Delinquent SNAP debts will be referred to the Department of Finance and Administration, Revenue Division for the purpose of intercepting the state income tax refund due to the household containing the debtor and applying the amount intercepted to the balance of the debt. Delinquent accounts will also be referred to the U.S. Treasury for the purpose of intercepting any monies payable by the federal government. Any federal monies intercepted will be applied to the overpayment debt.

The Fraud Unit monitors collections on court adjudicated cases.

15534 Terminating Collection Action

SNAP Manual 07/01/00

If an overpayment claim is determined to be uncollectable, collection activity will be suspended and the claim will be processed for abatement in accordance with Arkansas Law. Abated claims will be held for three years before they are scheduled for destruction. During this period a claim may be offset by SNAP benefits in accordance with SNAP policy.

15535 Suspending Collection Action

SNAP Manual 03/01/02

Efforts to collect an overpayment may be suspended under any of the following circumstances:

- All household members die.
- The claim balance is less than \$5.00 or the combined amount of all open claims is less than \$20.00 **and** the claim or claims have been delinquent for 90 days or more **and** the debtor is not currently receiving SNAP benefits.
- The claim has been delinquent at least 3 years **and** 1) there has been no payment activity (including state intercept and treasury offset) for 5 years **and** 2) the claim cannot be pursued through legal action because the claim balance is less than \$500 **and** 3) there are no resources to pursue.
- The household cannot be located.
- It is not cost effective to pursue the debt.
- The household/debtor has filed for bankruptcy and the bankruptcy court has discharged the debt unless there are other responsible household members who did not file for bankruptcy protection or the client has signed a criminal fraud waiver admitting guilt.
- The claim debt has been overturned by an administrative hearing decision or by court action.

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15500 Overpayment Unit Responsibilities

15535 Suspending Collection Action

Claims suspended for three years will be reviewed to determine if they can be collected. If the claim is determined to be uncollectable, it will be processed for abatement.

SNAP CERTIFICATION MANUAL – SECTION 15000

15600 Suspected IPV Overpayments

15620 Initial Actions – The Fraud Unit

15600 Suspected IPV Overpayments

SNAP Manual 07/01/00

Until an IPV has been determined through one of the procedures specified in [SNAP 16700](#), the overpayment will be handled as an inadvertent household error. If an administrative disqualification hearing is declined by the Appeals and Hearings Section or if the individual is found innocent of the charge through the hearing, the overpayment is handled as an inadvertent household error. This is also true if a court of law finds the individual innocent of an IPV.

15620 Initial Actions – The Fraud Unit

SNAP Manual 03/01/02

A DHS-1700 will be sent to the Fraud Unit when SNAP overpayment appears to be in excess of \$125 and is classified as a non-fraud pending fraud determination. Administrative errors will not be referred to the Fraud Unit. Overpayments that occur when a household requested an administrative hearing and continuation of benefits will not be referred to the Fraud Unit. No overpayment, regardless of classification, will be referred to the Fraud Unit if the total overpayment is \$125 or less. In these situations, the county must prepare the *Benefit Overpayment Report* (DHS-199) and submit it to the Overpayment Unit.

The Fraud Unit makes any necessary investigation. If an overpayment is discovered and the overpayment appears to be classified as an intentional program violation, the Fraud Unit will prepare the overpayments documents and determine whether the case is to be referred for prosecution. The Overpayment Unit will be provided with a list of the cases referred for prosecution.

Unless the household signs a *Waiver of Hearing and Consent to Disqualification*, the Fraud Unit will return overpayments not referred for prosecution to the Overpayments Unit for a referral to the Appeals and Hearings Section for an administrative disqualification hearing. The purpose of the hearing is to determine if the overpayment should be classified as an IPV. The Overpayments Unit immediately begins collection on all cases returned by the Fraud Unit when the Fraud Unit has prepared the overpayment documents..

The cases referred for prosecution are handled as specified below.

1. Recommended for Prosecution

When the Fraud Unit recommends a case for prosecution, the overpayment will remain with the Fraud Unit. A memorandum will be sent to the Overpayment Unit (copy to the

SNAP CERTIFICATION MANUAL – SECTION 15000

15600 Suspected IPV Overpayments

15630 Collection Action on Intentional Program Violation Cases

county) indicating the action being taken on the case. The Overpayment Unit will take no further action until final disposition of the case. Upon completion of prosecution, the overpayment will be returned to the Overpayment Unit with a memorandum (copy to the county) indicating the decision of the court.

2. Declined Prosecution

If the Fraud Unit recommends a case for prosecution but the Prosecuting Attorney declines prosecution, or if the Fraud Unit determines that the waiting time for a court hearing is prohibitive, the overpayment will be returned to the Overpayment Unit. Upon receipt of a case upon which prosecution was declined, the Overpayment Unit will review the overpayment to determine if there is sufficient evidence to request a disqualification hearing. If so, the case will be sent to the Appeals and Hearings Unit within thirty days of the date the case is returned to the Overpayment Unit.

15630 Collection Action on Intentional Program Violation Cases

SNAP Manual 01/01/07

The Fraud Unit will be responsible for collection action on court adjudicated cases.

Overpayments to be established as intentional program violations (IPV) by an administrative disqualification hearing or by the signing of a *Waiver of the Administrative Disqualification Hearing* (DHS-257) will be returned to the Overpayment Unit. The Overpayment Unit will prepare a DHS-11 notifying the Accounting Section that the claim has been changed to IPV status.

The Overpayment Unit will monitor repayment of the claim until it is paid in full, suspended, or the payments cease. If the household fails to repay the amount due, the Overpayment Unit will identify the claim as a delinquent account and take action to recover the full amount due.

SNAP CERTIFICATION MANUAL – SECTION 15000

15700 Recoupment

15630 Collection Action on Intentional Program Violation Cases

15700 Recoupment

SNAP Manual 07/01/00

A household's SNAP benefit amount may be reduced prior to issuance to recover an overpayment. Such action is called "recoupment". A SNAP recoupment can only be applied to a SNAP overpayment.

Recoupment will be initiated against each new overpayment claim processed by the Overpayment Unit if an adult member of the household, against which the claim was established, is currently certified for SNAP benefits. Recoupment will be initiated against the household in which the individual, in whose name the overpayment was reported and established, is included as a household member.

Inadvertent household and administrative (agency) error claims will be recouped at the rate of ten percent (10%) of the household's monthly benefit amount or ten dollars (\$10.00) whichever is greater. Intentional program violation (IPV) claims will be recouped at the rate of twenty percent (20%) of the household's monthly benefit amount or ten dollars (\$20.00) whichever is greater

One and two person households may not receive the minimum benefit amount of \$10.00 specified in [SNAP 8630](#) after recoupment is initiated.

SNAP CERTIFICATION MANUAL – SECTION 15000

15800 Accepting Payment on an Overpayment

15630 Collection Action on Intentional Program Violation Cases

15800 Accepting Payment on an Overpayment

SNAP Manual 01/01/07

The DHS county office may accept cash, money orders or cashier's checks as full or partial payment of an overpayment. Funds accepted in payment of an overpayment must be forwarded to the Overpayments Unit. All accepted payments must be documented on a *Receipt for SNAP Benefits or Money* (DCO-273). See the *DHS Administrative Procedures Manual*, chapter 201, for additional information.

With a household's written permission, benefits may be withdrawn by the Overpayments Unit from the household's SNAP electronic benefit transfer (EBT) account as partial or full payment of an overpayment. The household must authorize withdrawals from an EBT account on a DCO-273.

For up to 12 months from the date of availability, the household may access their EBT benefits. After 12 months, the EBT benefits are expunged from the account and may no longer be restored to the household. However, expunged benefits may be applied to any overpayment. The county office worker must contact the Overpayment Unit if he or she becomes aware that SNAP benefits have been expunged from the EBT account of a household with a SNAP overpayment. There are no time limits on the use of expunged benefits to repay an overpayment. The Overpayment Unit, the Fraud Unit and/or the household may also initiate requests for expunged benefits to be applied to an overpayment.



NOTE: Prior to November 2003, EBT benefits were "aged" after three months. Households could not access their "aged" benefits unless they were restored to the EBT account by the DHS county office. The procedures used to apply expunged EBT benefits to overpayments may also be used if the household wishes to apply "aged" EBT benefits to an overpayment.

The following procedure will be used to properly credit the expunged benefits to the household's overpayment:

- Step 1:** Either Overpayment Unit or the Fraud Unit may contact the EBT Unit to request verification of the existence of expunged benefits and the amount available.
- Step 2:** If expunged benefits are available, a *Receipt for SNAP Benefits or Money* (DCO-273) must be completed and signed by the household and sent to the Overpayments Unit. A DHS county office worker, an Overpayment Unit Worker, or a Fraud Unit Worker may initiate the completion of a DCO-273. When expunged benefits are to

SNAP CERTIFICATION MANUAL – SECTION 15000

15800 Accepting Payment on an Overpayment

15630 Collection Action on Intentional Program Violation Cases

be applied to an overpayment, Part III of the DCO-273 must be completed to give the Overpayment Unit permission to apply the EBT benefits to the household's overpayment. A copy of the completed DCO-273 must be supplied to the household, and a copy must be filed in the case record.

Step 3: The Overpayment Unit will contact an ANSWER Support Unit worker by e-mail and request that the expunged benefits be restored to the household's EBT account so that the Overpayment Unit can collect the benefits and apply them to the household's overpayment. The SNAP Accounting Unit and the DHS county office (ES Supervisor) must receive a copy of the e-mail. The DHS county office must file a copy of the e-mail in the household's case record.

Step 4: The ANSWER Support Unit worker will authorize a restoration (code 614 - other) for the amount of the expunged benefits that will be applied to the overpayment. The amount restored must not exceed the total expunged benefits on the household's EBT account. A copy of the authorizing screen will be provided to the Manager of the SNAP Overpayment Unit and the SNAP Accounting Unit via e-mail.

Step 5: The Overpayments Unit will track the issuance of the restoration on the WFTD screen. If the household is not currently participating in the Supplemental Nutrition Assistance Program, the household will not be notified of the existence of the restored benefits. If the household is currently receiving SNAP benefits, the Overpayment Unit will advise the household of the day on which the expunged benefits are to become available. The household will be asked not to access their EBT account until 12:00 noon on that date so that the EBT benefits can be properly credited to their overpayment.

Step 6: The Overpayments Unit will notify the household, the DHS county office (ES Supervisor), the SNAP Accounting Unit and, if applicable, the Fraud Unit when the expunged benefits have been applied to the household's overpayment. A copy of the e-mail notification to the DHS county office must be filed in the household's case record.

SNAP CERTIFICATION MANUAL – SECTION 15000

15800 Accepting Payment on an Overpayment

15810 Preventing an Overpayment

15810 Preventing an Overpayment

SNAP Manual 01/01/07

When too many SNAP benefits are authorized due to a county office error or a computer error, the benefits may be cancelled if the error is discovered prior to the date that benefits are made available to the household. The county office must contact the Supplemental Nutrition Assistance Program Section to request cancellation of SNAP benefits. See [SNAP 14350](#) for full instructions. The county office worker will be responsible for issuing a corrected approval notice to the household. Client caused overpayments will not be canceled. An advance notice of adverse action must be issued to the household when the case is corrected.

When an overpayment, either client-caused or agency caused, is discovered after the availability date, an overpayment must be prepared. The household is permitted to return benefits from the electronic benefits transfer (EBT) account to repay such overpayments. See [SNAP 15800](#) for instructions.

SNAP CERTIFICATION MANUAL – SECTION 15000

15900 State Income Tax Refund Interception

15930 Treasury Offset Program

15900 State Income Tax Refund Interception

SNAP Manual 01/01/07

Act 372 of 1983 as amended (Ark. Stats. Ann. S 84-4901 thru 84-4918), Act 987 of 1985, and Act 1154 of 1991 authorize the collection of debts owed to the State through the offset of the casehead/debtor's state income tax refund. The amount offset will be applied to the balance of the debt owed to the State.

Delinquent SNAP overpayment debts will be submitted to the Department of Finance and Administration, Revenue Division if the debt balance is \$20.00 or more. If the casehead/debtor has more than one overpayment debt, the total of all valid debts will be submitted for offset.

Individuals, whose debts are being submitted for tax offset, will be notified by mail of the intended action and given an opportunity to repay the debt or to request a hearing.

All offset activity will be governed by the provision established and required by Arkansas law in the above referenced acts and DHS state tax refund policy.

15930 Treasury Offset Program

SNAP Manual 01/01/07

The Debt Collection Act of 1982 and the Debt Collection Improvement Act (DCIA) of 1996 authorizes the Department of the Treasury to be the primary Federal collection agent for the collection of delinquent SNAP debts. As such, the Department of the Treasury now has the responsibility for operating the Federal Tax Refund Offset Program (FTROP), the Federal Salary Offset Program (FSOP), and the Program for Administrative Offset. The certification of a delinquent debt for any of the three actions will be made through the Treasury Offset Program (TOP).

Federal Tax Refund Offset is the reduction (offset) of a delinquent SNAP debtor's federal income tax refund by the amount of the delinquent SNAP debt and applying such amount reduced (offset) against the delinquent SNAP debt.

Federal Salary Offset is the reduction in salary of a federal employee who owes, and is delinquent in repayment of, a SNAP overpayment debt and crediting such amount to the delinquent debt.

Administrative Offset is the withholding of funds payable by the federal government to an individual owing a delinquent SNAP debt and crediting such funds withheld to the delinquent

SNAP CERTIFICATION MANUAL – SECTION 15000

15900 State Income Tax Refund Interception

15940 Debts Referred for TOP Offset

debt. This process is called the Treasury Offset Program or TOP. The Arkansas Department of Health & Human Services has signed a letter of agreement with USDA, Food and Nutrition Service (FNS), to participate in TOP. The Accounts Receivable Overpayment Unit of the Division of Fiscal Management certifies delinquent debts to FNS so that monies owed by SNAP debtors may be offset through TOP.

15940 Debts Referred for TOP Offset

SNAP Manual 01/01/07

All SNAP overpayments debts that meet the criteria established by Federal Law will be sent to USDA, Food and Nutrition Service, (FNS), to be forwarded to the Department of Treasury. The Department of Treasury will apply the offset and apply the recovered funds to the SNAP overpayment account.

SNAP overpayment debts will be referred to the Treasury Offset Program (TOP) if they met the following criteria:

1. The debt must be legally established and legally enforceable as substantiated by the DHS Overpayment Unit. To meet this requirement, the debtor must have been notified of:
 - The debt amount
 - The reason the debt occurred
 - The time period of the debt
 - The procedures for repaying the debt
 - The right to request an administrative hearing to dispute the debt
2. The debt must be at least 180 days delinquent. This means that the overpayment debt is in arrears in an amount equal to or greater than the amount of six monthly payments as established in the initial repayment notice or a subsequent repayment agreement.
3. The total balance for all delinquent debts must be at least \$25.00.
4. The debt must be less than or equal to 10 years delinquent unless the household files for an administrative hearing or renegotiates a payment agreement. When the hearing decision is in favor of the agency or the new payment agreement becomes effective the delinquency date is altered. When debts are established by a judgment in a court of law, the 10-year limit is removed.
5. The debt must not be included under an automatic stay due to bankruptcy.
6. The debt must not be currently under litigation to establish its validity.

SNAP CERTIFICATION MANUAL – SECTION 15000

15900 State Income Tax Refund Interception

15950 60 Day Advance Notice

15950 60 Day Advance Notice

SNAP Manual 07/01/00

The Overpayment Unit will notify the debtor of its intent to refer a claim for intercept through TOP. The notice will give the debtor 60 days to present evidence that all or part of the claim is not past due or legally enforceable.

The 60 day notice must state:

1. The debtor's social security number.
2. The amount of the claim.
3. That the debtor has previously been notified of the claim and prior collection efforts have been made.
4. That the debt is past due and legally enforceable.
5. That unless the claim is paid within 60 days of the date of the letter or other repayment arrangements acceptable to the Overpayment Unit are made, the claim will be referred for intercept.

The notice must also provide:

- The instructions for paying the claim.
- The specifics of the appeal process as described in [SNAP 15960](#).
- The name, address and telephone number of an individual in the Overpayment Unit who can discuss the claim and the intended intercept with the debtor and who can assist the debtor in filing an appeal.

15960 Review Rights

SNAP Manual 07/01/00

As one of the conditions for referring a claim for offset, any evidence presented by a debtor making a timely request for a review must be considered and a determination made as to whether the debt is past due and legally enforceable.

In order to request a review, the debtor must provide evidence or documentation to the Overpayment Unit that the claim is not past due or is not legally enforceable within 60 days of the date of the 60 day notice. The Overpayment Unit will provide this information to the Appeals and Hearings Office where the review will be conducted. A request for review is not considered received until the individual provides such evidence or documentation. The debtor's social security number must be included with the request. A claim will not be submitted for intercept if a timely request for review has been filed and is pending.

SNAP CERTIFICATION MANUAL – SECTION 15000

15900 State Income Tax Refund Interception

15970 Appeals of State Agency Reviews

After the Appeals and Hearings Office has reviewed the submitted evidence and documentation and rendered a decision, the debtor must be notified of the decision in writing. The notice must specify whether or not the debt is past due and legally enforceable.

If the determination is made that the claim meets the requirements for certification, the debtor must be notified that the Overpayment Unit intends to refer the claim for offset. The debtor must be advised that he or she is entitled to appeal that decision to Food and Nutrition Service within 30 days of receipt of the decision by the Appeals and Hearings Office. The notice must contain the address of Food and Nutrition Service. The debtor must be advised to include his/her social security number on the appeal.

If the determination is made that the claim is not appropriate for offset, the debtor must be notified in writing and any appropriate corrective action taken under SNAP claim rules.

15970 Appeals of State Agency Reviews

SNAP Manual 07/01/00

Upon receipt of an appeal of a state agency decision, FNS will request documentation from the Overpayment Unit and will take one of two actions:

1. Time permitting, FNS will complete the review and notify the debtor and the Overpayment Unit.
2. If not, FNS will notify the Overpayment Unit that it has not completed its review and the claim must be deleted from the final files certified to FNS for intercept.

If during its review FNS determines that the debt is past due and legally enforceable, the debtor will be so notified and advised that he or she has the right to appeal this decision through the courts. If FNS determines that the claim is not past due or legally enforceable, the Overpayment Unit must take appropriate corrective action. The Overpayment Unit will be notified of FNS's decision in either event.

SNAP CERTIFICATION MANUAL – SECTION 16000

16100 Hearings – Summary

16310 Requesting the Hearing

16100 Hearings – Summary

SNAP Manual 12/01/00

Any household adversely affected by an action of the Division of County Operations (DCO) must be provided an opportunity to appeal this action through a hearing process called an administrative hearing. The Office of Appeals and Hearings of the Office of Chief Counsel conducts all administrative hearings and renders decisions based upon state policy and regulations. Administrative hearing policy appears in [SNAP 16200-16550](#).

The Office of Appeals and Hearings also conducts administrative disqualification hearings. An administrative disqualification hearing is one of the procedures used to determine if an individual has committed an intentional Supplemental Nutrition Assistance Program violation. Policy on administrative disqualification hearings appears in [SNAP 16600-16920](#).

16200 Uniform Rules of Procedure

SNAP Manual 12/01/00

The Office of Appeals and Hearings must process each request for an administrative hearing under uniform rules of procedure. The uniform rules of procedures are available in the Office of Appeals and Hearings for public inspection and copying. The uniform rules of procedure include all filing limits for requests and appeals, advance notification requirements, expedited and other hearing timeliness standards, rules of conduct at the hearing, and the rights and responsibilities of individuals who request a hearing.

SNAP CERTIFICATION MANUAL – SECTION 16000

16300 The Household's Right to Appeal

16310 Requesting the Hearing

16300 The Household's Right to Appeal

SNAP Manual 12/01/00

At the time of an initial application interview each household must be advised orally of the following information:

1. The household's right to a hearing,
2. How a household may request a hearing, and
3. That the household may be represented at a hearing by legal counsel, a friend, a relative or any other spokesman. (If there is an individual or organization available that provides free legal representation, the household will be advised of the availability of that service.)

A household may request an administrative hearing to appeal any action the household believes has adversely affected its Supplemental Nutrition Assistance Program participation. A household may appeal when an application for SNAP is denied, when SNAP benefits are decreased, when a SNAP case is closed, when SNAP benefits are believed to be inadequate, or when a request for restored benefits is denied.

Discrimination complaints will be processed as specified in [SNAP 700](#).

16310 Requesting the Hearing

SNAP Manual 12/01/00

A request for a hearing is defined as any clear expression, oral or written, by the household or a representative that the household wishes to appeal a decision or to present its case to a higher authority. The freedom to make such a request must not be hampered in any way. If the household's appeal is unclear, the Office of Appeals and Hearings may request that the household clarify the grievance.

Upon request, DCO must make available, without charge, the specific materials necessary for a household or a representative to determine if a hearing should be requested or to prepare for a hearing. County office personnel will issue an *Appeal for Fair Hearing*, (DHS-1200) to households expressing an interest in an administrative hearing. County office personnel will assist the household to complete the DHS-1200 if such assistance is requested. (The county may document verbal requests for a hearing on a DHS-1200.) A household may also request an administrative hearing by sending a letter to the Office of Appeals and Hearings or by completing the back of a manually issued *Notice of Action* (DCO-1).

SNAP CERTIFICATION MANUAL – SECTION 16000

16300 The Household's Right to Appeal

16320 Designation of a Representative

The household will be advised of any legal service available to provide the household with representation at the hearing. If the individual making the request cannot speak English and the agency is required to provide bilingual staff or interpreters as specified in [SNAP 230](#), the Office of Appeals and Hearings must insure that the hearing procedures are verbally explained in the household's language.

16320 Designation of a Representative

SNAP Manual 12/01/00

A household may designate in writing a representative to act on the household's behalf during the hearing process. The household must specify in the statement whether the representative is to review the administrative hearing file, to represent the household in the hearing or both. The statement will be filed in the hearing file. (See [SNAP 16511](#) for an explanation of an administrative hearing file.)

Once a household has officially designated a representative, the representative must receive a copy of all information provided to the household by DCO regarding the administrative hearing proceedings.

16330 Time Frames for Requesting a Hearing

SNAP Manual 12/01/00

Administrative hearings must be requested within 90 days of the date of notification of the disputed action or loss of benefits with the following exceptions:

EXCEPTION 1: A household may request a hearing to dispute current level of benefits at any time within the certification period.

EXCEPTION 2: A hearing to dispute denial of a household's request for restored of benefits must be requested within 90 days of the notice of denial. However, the benefits may have been lost up to a year prior to the household's request for restoration. See [SNAP 13310](#).

SNAP CERTIFICATION MANUAL – SECTION 16000

16400 Denial or Dismissal of Request

16330 Time Frames for Requesting a Hearing

16400 Denial or Dismissal of Request

SNAP Manual 06/01/01

The Office of Appeals and Hearings will not deny or dismiss a request for a hearing except under the following circumstances:

1. The request was not received within the specified time period. (The DHS county office will handle untimely requests for an administrative hearing as a request for restoration of benefits. See [SNAP 13300](#) for instructions on handling requests for restoration of benefits.)
2. The household or representative withdrew the request in writing.
3. The household or representative failed, without good cause, to appear at the scheduled hearing. (The Office of Appeals and Hearings will determine good cause.) When the household fails to appear without good cause, the hearing is considered abandoned and the Office of Appeals and Hearings immediately dismisses the request.

The Office of Appeals and Hearings sends a final order stating that the hearing request has been dismissed to the county office. Since households are advised that hearings must be rescheduled in advance, no additional notification is sent to the household. Should the Office of Appeals and Hearings determine that the household had good cause for failure to appear, the county office will be so notified.

SNAP CERTIFICATION MANUAL – SECTION 16000

16500 The Administrative Hearing Process

16510 Beginning the Administrative Hearing Process

16500 The Administrative Hearing Process

SNAP Manual 12/01/00

16510 Beginning the Administrative Hearing Process

SNAP Manual [1/01/89](#)

Requests for an administrative hearing submitted to the county office will be forwarded immediately to the Office of Appeals and Hearings. If the household wants the hearing to be held at a location other than the county office, the Office of Appeals and Hearings should be so notified by the county office.

When a request for a hearing is received, the Office of Appeals and Hearings will send a DHS-1210 to the appropriate county office to request information about whether the appeal request was submitted timely. If the request was timely, the county office must prepare an administrative hearing file (including the county statement) and return it to the Office of Appeals and Hearings. If the appeal was not filed timely, the county office must note this on the DHS-1210. The county office must respond within seven calendar days of receipt of this memorandum.

16511 The Administrative Hearing File

SNAP Manual 12/01/00

If an individual has timely requested an administrative hearing, the county office will prepare an administrative hearing file. This file must be separate and apart from the case record.

A copy of the administrative hearing file must be submitted to the Office of Appeals and Hearings within seven calendar days of the date the DHS-1210 from the Office of Appeals and Hearings was received in the county office.

Information will not be included in the administrative hearing file unless the household will be allowed to review the information. An example of information that must not be included in the file is the name of an informant who wishes to remain anonymous. See [SNAP 530](#) for a full explanation of information in the case record that may not be revealed to the household. Only information that may be included in the administrative hearing file may be presented as evidence at the hearing.

The following information must be included in the administrative hearing file:

1. Notices of Action

SNAP CERTIFICATION MANUAL – SECTION 16000

16500 The Administrative Hearing Process

16512 Review of the Administrative Hearing File

The file must include notices sent to the household about the action under appeal. If a notice was system generated, documentation of the date generated and notice type must appear.

2. Documentary Evidence

The file must include documentary evidence that supports the notice of action upon which the household is basing the appeal. Examples of documentary evidence include, but are not limited to, the application submitted by the household, authorizing documents or narrative, collateral statements, income statements, resource verification, county referral to E&T Program or the Workfare Program, and witness statements.

3. County Statement (DHS-1203)

The file must include a copy of the county statement. The county statement must state the issue and must contain a summary of all facts and evidence supporting the county office's position. Ambiguous and technical language must be avoided.

Five copies of the DHS-1203 must be prepared. The original will be sent to the plaintiff prior to the date of the hearing. A copy will be sent to the appropriate Area Manager. A copy will be included in the hearing file sent to the Office of Appeals and Hearings. A copy will be included in the hearing file retained in the county office. A copy will be filed in the case record.

The administrative hearing file may be discarded or attached to the household's case record after receipt of the decision. (A copy of the DHS-1203 must be retained in the case record.)

16512 Review of the Administrative Hearing File

SNAP Manual 12/01/00

The household has ten days from the receipt of a form letter from the Office of Appeals and Hearings to go to the county office and review the administrative hearing file. The designated representative may accompany the household. The ES Supervisor or a designee must be present during the review.

16513 Subpoena of Witnesses

SNAP Manual 12/01/00

Either the household or the county office has the right to subpoena witnesses to testify at an administrative hearing.

SNAP CERTIFICATION MANUAL – SECTION 16000

16500 The Administrative Hearing Process

16514 Continuation of Benefits



NOTE: DHS employees will be expected to attend hearings and testify without being subpoenaed. The Office of Appeals and Hearings will notify DHS employees of the time and place of the hearing by memorandum.

The Office of Appeals and Hearings will notify the household of its right to subpoena witnesses.

Following review of the hearing file, the household will notify the Office of Appeals and Hearings of any individuals who must be subpoenaed on the household's behalf.

When the administrative hearing file is submitted, the county office must advise the Office of Appeals and Hearings of any witnesses to be subpoenaed to testify on behalf of the county office. The Office of Appeals and Hearings will notify the county office of any witnesses the household has requested to be subpoenaed. The county office will have five days from receipt of this notice to request subpoenas for rebuttal witnesses.

The Department of Human Services, Chief Counsel, will issue the subpoenas, pursuant to the terms of agreement and authority of Ark. Code Ann. 20-76-103.

16514 Continuation of Benefits

SNAP Manual 12/01/00

A household's SNAP benefit amount may be continued at the same amount pending the administrative hearing decision if the household is currently certified; and the request was made within 10 days of the date the notice of action was issued. (This includes notices of adverse action sent at least 10 days prior to the effective date of action and adequate notices sent at the time the action is taken.)

Both the *Appeal for Fair Hearing* (DHS-1200) and the manually issued *Notice of Action* (DCO-1) provide a space for the household to indicate whether or not benefits should be continued.

If the household does not specifically waive continuation of benefits, the Office of Appeals and Hearings will assume that continuation is desired.

If an administrative hearing and continuation of benefits is requested during the 10-day advance notice period, the household's SNAP benefits will be continued on the basis authorized immediately prior to the notice. If an administrative hearing with continuation of benefits is requested during the 10-day period following the issuance of an adequate notice of action, the household's SNAP benefit amount must be reinstated to the basis authorized immediately prior to the notice. Reinstatement must occur within 5 working days of the receipt of the hearing

SNAP CERTIFICATION MANUAL – SECTION 16000

16500 The Administrative Hearing Process

16515 Continuation on Semi-Annual Reporting Cases

request. A supplemental issuance must be authorized when necessary. (See [SNAP 13200](#) for instructions on authorizing supplemental benefits.)

Unless one of the following situations occurs, the continued benefit level will not be changed.

1. If the household's certification period expires the household must reapply and be determined eligible based on current circumstances. SNAP benefits will be issued on the basis determined at recertification.
2. If a change that affects the household's eligibility or benefit amount occurs, the household's eligibility and SNAP benefit amount must be recalculated based on the change in circumstances. If the change results in case closure or a reduction in benefits, a notice of adverse action must be issued. Unless the household requests another hearing based upon the action specified in this notice, the change will be made when the 10-day advance notice period expires.
3. If a mass change that affects the household occurs, the change will be made regardless of the status of the administrative hearing request.



NOTE: At a mass change, participation at the prior level will be reinstated only if an administrative hearing is requested based upon the change and the issue being contested is that the SNAP benefit amount was incorrectly calculated or that federal law or regulation was misapplied or misinterpreted by DCO.

4. When a hearing officer makes a preliminary finding that the sole issue is based on federal law, regulation or policy and that DCO has not incorrectly calculated the budget or misapplied or misinterpreted the policy, the household's case will be closed or the SNAP benefits will be reduced as specified in the notice of action. (The hearing officer will notify the DHS county office in writing of this decision.)

If a hearing request is not made within the specified 10-day period, the SNAP benefits will be reduced or terminated as stated unless the household establishes that failure to request a hearing within the specified time was for good cause. The Office of Appeals and Hearings will determine good cause. If good cause is established, DCO must reinstate benefits to the prior basis.

16515 Continuation on Semi-Annual Reporting Cases

SNAP Manual 10/01/03

Households subject to semi-annual reporting have 10 days from the date the automated notice of adverse action was mailed to request an administrative hearing and continuation of benefits.

SNAP CERTIFICATION MANUAL – SECTION 16000

16500 The Administrative Hearing Process

16520 Scheduling the Hearing

When a semi-annual reporting household's benefits are being continued, the household must continue to submit a semi-annual report form. Except for the factor or factors upon which the appeal was based, the county will adjust the household's benefits during the continuation period to take into account reported changes.

16520 Scheduling the Hearing

SNAP Manual 12/01/00

Upon receipt of the administrative hearing file, the Office of Appeals and Hearings will schedule a time and place for the hearing.

The time, date, and place of the hearing will be arranged so that the hearing is accessible to the household. A telephonic hearing will be scheduled unless the household requests a face-to-face interview. Telephonic hearings will be conducted through a conference call involving the hearing official, the household, and county office personnel. All participants except the hearing officer may be in the same location. A telephonic hearing may not be utilized unless the household agrees to the arrangement. A face-to-face hearing will be held when requested by the household.

16521 Expedited Hearings

SNAP Manual 12/01/00

The Office of Appeals and Hearings will expedite hearing requests from households such as migrant farm workers that plan to move from the jurisdiction of the hearing official before the hearing decision would normally be reached. Hearing requests from such households will be processed faster than others will if necessary for the household to receive a decision and (if the decision so indicates) restoration of benefits before they leave the area.

16522 Group Hearings

SNAP Manual 12/01/00

In the interest of providing timely services to all households, the Office of Appeals and Hearings may respond to a series of individual requests for hearings by conducting a single group hearing. A group hearing may be conducted if related issues of state and/or federal law, regulation or policies are the sole issues being raised and individual issues of fact are not disputed.

SNAP CERTIFICATION MANUAL – SECTION 16000

16500 The Administrative Hearing Process

16523 Notification of the Hearing

In all group hearings, the policies governing individual hearings must be followed. Each individual household will be permitted to present its case or have the case presented by a representative.

16523 Notification of the Hearing

SNAP Manual 12/01/00

The Office of Appeals and Hearings will provide written notice to all parties involved at least ten days prior to the hearing to allow for adequate preparation of the case. The notice will contain the name, address and telephone number of the office to notify if the household will not be able to attend the scheduled hearing. The notice will also contain a statement that the Office of Appeals and Hearings will dismiss the hearing request if the household or designated representative fails to appear for the hearing without good cause and any additional information that will provide the household with an understanding of the proceedings and will contribute to the effective presentation of the household's case.



NOTE: The household may waive, in writing, the 10-day advance notice requirement in order to expedite the hearing process.

16524 Postponement of the Hearing

SNAP Manual 12/01/00

The household is entitled to receive a postponement of a scheduled hearing upon request. The postponement will not exceed 30 days. The time limit for action on the decision will be extended for as many days as the hearing is postponed.

EXAMPLE: If the household postpones a hearing for 10 days, the final action will be required within 70 days of the date of the request for the hearing.

The hearing officer may postpone a hearing when, in his or her judgment, a postponement is warranted. Upon the officer's determination that a postponement is warranted, the hearing will be adjourned and rescheduled at a later time. The time frame for administrative hearing decisions will be extended by the number of days between the original hearing and the rescheduled hearing.

SNAP CERTIFICATION MANUAL – SECTION 16000

16500 The Administrative Hearing Process

16530 The Hearing

16530 The Hearing

SNAP Manual 12/01/00

The hearing will normally be held in the DHS county office in the county where the household resides. The hearing may be held in another DHS county office if this is more convenient for the household or the representative. The hearing may be held in the household's home or at any other reasonable location in the county if so requested.

16531 The County Office's Responsibilities

SNAP Manual 12/01/00

The DHS county office must provide an area where an administrative hearing can be conducted privately.

The county must be prepared for the hearing.

If legal assistance is needed, the ES supervisor should request assistance by memorandum to the Chief Counsel, Office of Chief Counsel.

A county representative must be designated prior to the time of the hearing. The county representative must be prepared to represent the county at the time the hearing is scheduled. The county representative must be familiar enough with the case that he or she can answer pertinent questions from either the hearing official or the household.

The county worker will assist the household in preparing for the hearing if such assistance is requested.

16532 The Hearing Officer

SNAP Manual 12/01/00

The Office of Appeals and Hearings will designate all hearing officers. The hearing officer must not have any personal interest or involvement in the case and must not have been involved in the contested action either as a county office worker or in a supervisory capacity.

The hearing officer may not review the case record or other material either prior to or at the hearing unless such material is made available to the household or a representative.

SNAP CERTIFICATION MANUAL – SECTION 16000

16500 The Administrative Hearing Process

16533 Conducting the Hearing

16533 Conducting the Hearing

SNAP Manual 12/01/00

A hearing officer will conduct the hearing. The household may be accompanied by friends or other persons and may be represented by a friend, attorney, or designated individual. The county will be represented by the county office worker responsible for the case, by the ES supervisor or his designee or by a DHS attorney (if previously requested, in writing).

The hearing will be conducted in an informal but orderly manner. The hearing officer will explain the administrative hearing procedure to the household (plaintiff). The county office representative will read the county office statement. The county office will present evidence and question any witnesses subpoenaed to the hearing. The county office will also be allowed to cross-examine the plaintiff's witnesses. The plaintiff will then be allowed to present his or her case. He or she may do so alone or with the aid of others. The plaintiff or representative will be given the opportunity to present witnesses, to advance arguments, to offer additional evidence and to question or refute any testimony or evidence. The plaintiff will be allowed to question the county office representative and to confront and cross-examine any adverse witnesses. If the plaintiff is unable to present his or her evidence in a logical manner, the hearing officer will assist him or her. The county office representative will be given the opportunity to present additional evidence and to question the plaintiff, his or her designated representative, or witnesses. Questioning of all parties will be confined to the issue involved. However, other eligibility factors may be dealt with when appropriate.

When all relevant information has been gathered, the hearing officer will summarize the issues, the evidence, the agency policy, and will explain that he or she will write the final decision which may be reviewed by the supervisor or manager of the Office of Appeals and Hearings.

The plaintiff will also be advised of his or her right to judicial review in the event of an adverse ruling.

16534 The Fair Hearing Decision

SNAP Manual 12/01/00

Prompt, definitive and final administrative actions must be taken within 60 days of receipt of a request for an administrative hearing. The hearing decision is based upon documentary evidence contained in the administrative hearing file and the testimony presented at the hearing.

SNAP CERTIFICATION MANUAL – SECTION 16000

16500 The Administrative Hearing Process

16535 Contents of the Administrative Hearing Decision

The hearing officer will prepare a decision in compliance with FNS approved policy or federal regulations. The manager of the Supplemental Nutrition Assistance Program Section or designee may be asked to review the decision for correctness in relation to policy or federal regulation. The manager or supervisor of the Office of Appeals and Hearings may review the decision. The signed decision is binding on DCO and cannot be changed unless overturned in a court of law.

16535 Contents of the Administrative Hearing Decision

SNAP Manual 12/01/00

A hearing decision consists of four parts: Introduction, Finding of Fact, Conclusions of Law, and Decision. Each of these parts is described below.

Introduction

This part of the decision summarizes the reason for the appeal. Any pertinent information regarding the appeal must be included. The date and location of the hearing must appear. The participants in the hearing must be named.

Findings of Fact

The facts used to make a decision appear in this part. Any testimony presented must be summarized in this part.

Conclusions of Law

This summarizes the SNAP policy that applies to the issue under appeal.

Decision

This part states the decision rendered. This decision must be based upon the facts presented and the appropriate conclusions of law. The decision must state if the county office was correct in taking the adverse action. If the county was incorrect, the action must be overturned by the decision.

16536 Notification of Hearing Decision

SNAP Manual 12/01/00

Once a hearing decision is rendered, both the household and the county office will be notified in writing. The notice must supply the following information:

1. The decision
2. The reason for the decision as supported by SNAP policy or federal regulation
3. The impact of the decision on the household's SNAP benefits as decided through the hearing process

SNAP CERTIFICATION MANUAL – SECTION 16000

16500 The Administrative Hearing Process

16537 Judicial Review

4. The household's right to a judicial review of the hearing decision and that this review may result in a reversal of the decision

Hearing decisions adverse to the household are sent by certified mail, return receipt requested, to insure that timely filing for judicial review may be ascertained.

16537 Judicial Review

SNAP Manual 12/01/00

Households not satisfied with an administrative hearing decision have the right to judicial review under the Administrative Procedures Act.

The household must file a petition in the circuit court of the county where the household lives or does business or in Pulaski County within 30 days from the date the household received the administrative hearing decision. Copies of the petition are served on DHS and other parties of record by personal delivery or mail.

Within 30 days from the date of the service of the petition on DHS (or additional time granted by the court, not to exceed 90 days total), the Office of Chief Counsel must transmit to the court the original or a certified copy of the entire record of the hearing under review.

The review will be conducted by the court without jury and will be confined to the record unless a question of irregularity in procedure exists but is not indicated in the record. Testimony may then be taken before the court.

16540 County Office Responsibilities upon Receipt of Final Decision

SNAP Manual 12/01/00

The county office will take prompt action to implement decisions from the Office of Appeals and Hearings and assure that the decision is reflected in the household's SNAP benefit amount within the 60 days from the date the hearing was requested.

16541 Decisions Which Uphold the Household

SNAP Manual 12/01/00

When the administrative hearing decision upholds the household, certain actions must be taken within the 60-day administrative hearing processing period.

1. For Households Currently Certified

SNAP CERTIFICATION MANUAL – SECTION 16000

16500 The Administrative Hearing Process

16542 Decisions Which Uphold the County

If the household continued to receive SNAP benefits on the basis authorized prior to appeal action, there is no need to adjust the case or to authorize restored benefits.

If the household waived continuation of benefits and the decision results in an increase in the household's current benefit amount, the benefit amount must reflect the increase within 10 days of the receipt of the hearing decision. This is true even if a supplemental issuance must be authorized to insure that the increase is reflected.



NOTE: The county office may take longer than 10 days to increase the SNAP benefit amount if the household's next benefits will be authorized within the 60 day administrative hearing processing period.

Restored benefits will be authorized for any earlier months when the household received an under-issuance of SNAP benefits due to the issue appealed.

2. For Households Not Currently Participating

Restored benefits will be authorized if applicable. If the household's certification period has expired, benefits will be restored for any month in the certification period when an under-issuance occurred due to the issue under appeal. If a household continued to receive SNAP benefits on the basis authorized prior to the appealed action, no restoration will be authorized. If the household's case was closed and the decision reverses the closure, SNAP benefits will be restored for those months where no benefits were received due to the closure. Benefits will not be restored for any month when SNAP benefits were continued. Benefits will not be restored for any month that would not have been included in the original period of certification. Benefits will not be restored for the current month or future months that were included in the original certification period. The case will be reopened or the household must reapply as specified in the administrative hearing decision. If the household's application (initial or recertification) was denied and the denial was ruled invalid, the action to be taken will be specified in the decision.

16542 Decisions Which Uphold the County

SNAP Manual 12/01/00

When the hearing decision upholds the county, and the household had continued to receive SNAP benefits on the basis authorized prior to the appealed action, the case will be closed or the benefit amount will be reduced. No new notice of adverse action will be issued. The hearing decision serves as the notice of action.

SNAP CERTIFICATION MANUAL – SECTION 16000

16500 The Administrative Hearing Process

16550 State Tax Refund Intercept (STRI) Hearing Procedures

An overpayment will be prepared since benefits were over-issued during the appeal process. The overpayment will include any months when the household continued to receive benefits pending the receipt of the decision.

See [SNAP 15400](#) for instructions on completing an overpayment.

16550 State Tax Refund Intercept (STRI) Hearing Procedures

SNAP Manual 12/01/00

The taxpayer has thirty days from the mailing date of the intercept notice to file a written request for a hearing. All disqualification hearing requests will be sent to Overpayments Recovery Unit (ORU) where a chronological register of hearing results is maintained. After the identifying information is placed on the register, a copy of the request will be sent to the county office that originated the case and to the Office of Appeals and Hearings.

EXCEPTION: If the taxpayer has moved to a different county, the county copy along with any case records will be forwarded to the current county of residence.

Accompanying the hearing request, in a pending file, will be a set of hearing forms prepared by the ORU. The hearing packet will contain an acknowledgement letter and a hearing statement. These forms will be completed when the hearing is scheduled and conducted. When the acknowledgement letter is mailed to the taxpayer, a copy is held in the pending file, a copy is sent to the hearing officer, and a copy is sent to the county office.

When the hearing packet is received from the ORU, copies of this information along with a memorandum from the Office of Appeals and Hearings are sent to the DHS county office. The memorandum advises the county office to prepare a county statement to establish the validity of the overpayment. The county statement should be submitted to the Office of Appeals and Hearings within seven days of the receipt of the memorandum from the Office of Appeals and Hearings.

The procedures described in [SNAP 16512](#) and [SNAP 16530-16536](#) will also apply to STRI Hearings.

If the taxpayer is not present on the date the hearing is scheduled, the hearing may be rescheduled once at the taxpayer's request. After that, the request for hearing will be considered abandoned. (The rehearing must also be held within the thirty-day period from the date of the original request for a hearing.) If the taxpayer does not appear at the rescheduled hearing or give notice of inability to appear at least twenty-four hours before the hearing, the

SNAP CERTIFICATION MANUAL – SECTION 16000

16600 Disqualification for Intentional Program Violation

16550 State Tax Refund Intercept (STRI) Hearing Procedures

request will be considered abandoned. All rescheduling will be recorded on the chronological register by the ORU.

16600 Disqualification for Intentional Program Violation

SNAP Manual 12/01/00

An intentional violation of the Supplemental Nutrition Assistance Program occurs when an individual intentionally:

1. Makes false or misleading statements to qualify for the Program or to obtain benefits to which the household was not entitled.
2. Misrepresents, conceals or withholds facts to qualify for the Program or to obtain benefits to which the household was not entitled; or
3. Commits any act that constitutes a violation to the federal regulations or any state statute relating to the use, presentation, transfer, acquisition, receipt or possession of SNAP benefits or electronic benefits transfer (EBT) cards.

A finding of intentional program violation (IPV) is made either through a court of law or a hearing process. The hearing process is known as an administrative disqualification hearing and is administered through the Office of Appeals and Hearings. Penalties in the form of a period of disqualification are imposed against individuals found guilty of an IPV through either process.

This section describes both the hearing process and the imposition of penalties on individuals disqualified either through a court of law or an administrative disqualification hearing.

SNAP CERTIFICATION MANUAL – SECTION 16000

16700 Administrative Disqualification Hearings

16701 When a Hearing is Conducted

16700 Administrative Disqualification Hearings

SNAP Manual 12/01/00

Administrative disqualification hearings are conducted for the following reasons:

- To permit the State to disqualify from the Supplemental Nutrition Assistance Program those individuals found to have committed intentional program violations.
- To allow the State to retain a percentage of the value of the money collected from overpayments resulting from an intentional program violations

The Office of Appeals and Hearings will make clear written rules of procedures for administrative disqualification hearings (DHS-1206) available to any interested party.

16701 When a Hearing is Conducted

SNAP Manual 12/01/00

Administrative disqualification hearings are conducted when one or more acts of IPV have been established through documentary evidence if one of the following conditions has been met:

- Civil or criminal prosecution through the court system is not warranted.
- The appropriate legal authority declined prosecution.
- The legal authority took no action within a reasonable period of time resulting in withdrawal of the request to prosecute.

16702 Limitations

SNAP Manual 12/01/00

Administrative disqualification hearings are not conducted if the amount the individual obtained because of a suspected IPV is under \$35.00 or if the value of the ineligible items purchased with SNAP benefits is less than \$35.00. The \$35.00 minimum may be a cumulative amount.

An administrative disqualification hearing will not be initiated against an individual when the individual's case is currently in the prosecutor's office, or when the prosecutor or a court of appropriate jurisdiction has taken action against the individual unless another unrelated IPV has occurred.

SNAP CERTIFICATION MANUAL – SECTION 16000

16700 Administrative Disqualification Hearings

16703 Consolidation of Hearings

16703 Consolidation of Hearings

SNAP Manual 12/01/00

Administrative disqualification hearings may be combined with other hearings if the factual issues arise out of the same or related circumstances and the household receives proper notice that the hearings will be combined. If hearings are combined, the time frames for conducting administrative disqualification hearings will be followed unless the household waives the 30-day advance notice requirement.

16704 Responsibility for Conducting Hearings

SNAP Manual 12/01/00

The Office of Appeals and Hearings conducts administrative disqualification hearings and determines if intentional program violations have occurred.

A hearing officer who does not have personal interest or involvement in the case will conduct administrative disqualification hearings. The same hearing officers who conduct administrative hearings will also conduct disqualification hearings and will be subject to the same requirements.

16710 How a Disqualification Hearing Is Initiated

SNAP Manual 12/01/00

Either the Overpayment Unit or the Fraud Investigation Section may initiate an administrative disqualification hearing. Each procedure is described below.

16711 Referral by the Overpayment Unit

SNAP Manual 12/01/00

The DHS county office must have sufficient documentation to present at an administrative disqualification hearing before the case is referred to the Overpayment Unit as a suspected IPV. The Overpayment Unit will determine if the case is to be referred to the Fraud Section for possible prosecution, referred for an administrative disqualification hearing, or referred for non-fraud collection. If a hearing is requested, a copy of the request will be sent to the county office.

SNAP CERTIFICATION MANUAL – SECTION 16000

16700 Administrative Disqualification Hearings

16712 Referral by the Fraud Investigation Section of OGC

16712 Referral by the Fraud Investigation Section of OGC

SNAP Manual 12/01/00

The Fraud Investigation Unit determines which cases referred to their office are to be subsequently referred for prosecution. When an IPV is established but the case is not referred for prosecution, the case will be referred for an administrative disqualification hearing. The Overpayment Unit will notify the DHS county office that a disqualification hearing will be held.

16720 Preparation of the Administrative Disqualification Hearing File

SNAP Manual 12/01/00

16721 Cases Referred by the Overpayment Unit

SNAP Manual 1/01/89

An administrative disqualification hearing file must be prepared when the county office receives notification from the Overpayment Unit that a hearing is to be held. A copy of the file must be sent to the Office of Appeals and Hearings within seven calendar days of receipt of the hearing notification. The original file will be retained in the county office.

The file must contain a completed *SNAP Intentional Program Violation Statement* (DHS-1208) and any supporting documentary evidence. Examples of documentary evidence include applications; change reports forms, collateral statements, income statements, copies of award letters and verification of resources.

16722 Cases Prepared by the Fraud Section

SNAP Manual 12/01/00

When the Fraud Investigation Section prepares cases for an administrative disqualification hearing, the Overpayment Unit will send copies of documentation gathered by the Fraud Investigation Unit to the county office. The documentation will be sent with the memorandum advising that an administrative disqualification hearing is to be held. This documentation will become the administrative disqualification hearing file. Copies of this documentation plus copies of Supplemental Nutrition Assistance Program applications signed during the time of the alleged overissuance and IPV will be sent to the Office of Appeals and Hearings by the Overpayment Unit.

The county office will not send copies of the Administrative Hearing File to the Office of Appeals and Hearings. The case record and original applications will be returned to the county office

SNAP CERTIFICATION MANUAL – SECTION 16000

16700 Administrative Disqualification Hearings

16730 Cancellation of a Hearing by the County Office

from the Fraud Investigation Section. Neither the case record nor the applications are to be destroyed as long as an administrative disqualification hearing is pending. The Fraud Investigation Section keeps all other original evidence.

The Fraud Investigation Unit will prepare the *Administrative Disqualification Hearing Statement* (DHS-1208) and send it to the DHS county office with the documentation. The county office must review this information prior to the hearing and must present the evidence at the hearing. If any questions arise after receipt of the documentation, the county office must contact the Fraud Investigation Section prior to the date of the hearing to resolve the issue. The fraud investigator's name will appear on the DHS-1208. If he or she is needed for inquiry or testimony at the hearing, the county office will contact the Administrator, Fraud Investigation Unit, to request this individual's presence at the hearing.

16730 Cancellation of a Hearing by the County Office

SNAP Manual 12/01/00

If at any time prior to the time of the administrative disqualification hearing the county office feels that there is not sufficient evidence to conduct a hearing, the Office of Appeals and Hearings should be contacted immediately. The hearing will be cancelled and the case administratively withdrawn. (This does not apply to cases referred by the Fraud Section.)

16740 Advance Notice

SNAP Manual 12/01/00

The Office of Appeals and Hearings must notify the accused individual at least 30 days in advance of the hearing date. The notice must be mailed by certified mail, return receipt requested. The notification must include the following information:

- The date, time and place of hearing
- The charges against the household member
- A summary of the evidence (administrative disqualification file)
- An explanation of where and how the evidence may be examined
- A warning that if the accused individual fails to appear for the hearing, the decision will be based solely on the evidence provided by the county office
- A warning that if the hearing decision is that an intentional program violation has occurred, a disqualification will be imposed
- A listing of the household member's rights during the hearing

SNAP CERTIFICATION MANUAL – SECTION 16000

16700 Administrative Disqualification Hearings

16750 Waived Hearings

- A statement that the state or federal government may still prosecute the household member in civil or criminal court action and collect the over-issuance
- A statement that the household member may contact the county office for the name and telephone number (if available) of a person who can give free legal advice
- If free legal advice is not available, the number of the lawyer referral service of the local Bar Association
- A statement that the household member or representative has 10 days from the date of the scheduled hearing to present good cause for failure to appear in order to have the hearing rescheduled
- A copy of DCOs published hearing procedures or a statement that a copy of the hearing procedures is available upon request

The Office of Appeals and Hearings uses an *Advance Notice of Your Administrative Disqualification Hearing* (DHS-255) for this purpose. A statement attached to the DHS-255 provides a space for the accused to name any persons he or she wishes to have subpoenaed to present testimony on his or her behalf at the hearing. A waiver of the right to subpoena witnesses is also provided.

16750 Waived Hearings

SNAP Manual 12/01/00

Individuals accused of intentional program violations may waive their rights to an administrative disqualification hearing.

When a case is referred for an administrative disqualification hearing, the Office of Appeals and Hearings must advise the individual in writing, that he or she may waive his or her right to an administrative disqualification hearing.

The written notification must contain the following information:

- A signature blank for the accused individual and the casehead if the accused individual is not the casehead
- A statement that the accused individual has the right to remain silent concerning the charges and that anything said or signed by the individual concerning the charges can be used in a court of law
- A statement that a signed waiver will result in disqualification and a reduction in SNAP benefits during the period of disqualification even if the accused individual does not admit the charges

SNAP CERTIFICATION MANUAL – SECTION 16000

16700 Administrative Disqualification Hearings

16760 Scheduling of Hearing

- An opportunity for the accused individual to admit the charges or to waive the hearing without admitting the charges
- The telephone number to call for additional information
- A statement that any remaining eligible household members will be held responsible for repayment of the resulting claim
- A statement that the accused individual will be notified of the hearing date at least 30 days in advance if he or she chooses not to waive the hearing

The Office of Appeals and Hearings uses a *Waiver of Right to an Administrative Disqualification, Hearing* for this purpose. (A copy of the signed waiver will be sent to the county office.)

The Fraud Investigations Unit may also obtain from the accused individual a waiver to an administrative disqualification hearing during the course of an investigation and prior to referral to the Office of Appeals and Hearings. A *Waiver of Hearing and Disqualification Agreement* (DHS-267) is used for this purpose. Upon receipt of a signed DHS-267, the Fraud Investigations Unit will forward the form to the county office so that the appropriate disqualification may be imposed.

16760 Scheduling of Hearing

SNAP Manual 12/01/00

The hearing must be accessible to the member of the household suspected of the IPV.

When the Office of Appeals and Hearings has proof that the household member accused of committing an IPV has received timely advance notice of the hearing, or has refused such notice, then the Office of Appeals and Hearings has fulfilled the notice requirements and can proceed with the hearing. When neither proof of receipt nor proof of refusal exists, and the household member fails to appear, the Office of Appeals and Hearings cannot proceed with the hearing. If the household member appears for the hearing but establishes that the notice was not received 30 days prior, the hearing officer must consult with this individual and determine if the individual will be allowed additional time to submit documents to support his claim or the hearing will be rescheduled. If there is no proof that the advance notice was received 30 days prior, but the household member admits this, then the hearing can proceed.

If the hearing decision is that an IPV exists but the household member provides good cause for failing to appear for the initial hearing, the previous decision is invalidated. The hearing will be rescheduled. The decision will be made based on information presented at the latter hearing. The same hearing officer may conduct both hearings.

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16700 Administrative Disqualification Hearings

16761 Review of the Administrative Disqualification Hearing File

16761 Review of the Administrative Disqualification Hearing File

SNAP Manual 12/01/00

At the time the scheduling letter is sent, the accused individual is advised that he or she has ten calendar days from the date the certified mail receipt is signed to review the administrative disqualification hearing file and request subpoenas.

The county office must provide free copies of the relevant portions of the hearing file if requested by the household or a representative so long as no confidential information is released. In all cases, the county administrator or a designee must review the hearing file with the household or a representative. Confidential information that the household is not allowed to contest or challenge is inadmissible at the hearing and may not have any bearing on the decision.

16761.1 Requesting Subpoenas

SNAP Manual 12/01/00

Either the individual accused of the IPV or the county office may request that witnesses be subpoenaed to appear at an administrative disqualification hearing. The accused individual will use the attachment to the scheduling letter to request subpoenas. The Office of Appeals and Hearings will advise the county office of any witnesses the household has requested to be subpoenaed.

The county office will have five days from receipt of this notice to request subpoenas for rebuttal witnesses. The county office may request subpoenas on the reverse side of the *Administrative Disqualification Hearing Statement* (DHS-1208). If subpoenas are needed by the county office on any case where the Fraud Investigation Section prepared the county statement, a copy of this form should be used to request the subpoenas from the Office of Appeals and Hearings.

The Department of Human Services, Office of Chief Counsel, will issue the subpoenas pursuant to the terms of agreement and authority of Ark. Code. Ann. §20-76-103.

16762 Postponement of a Scheduled Hearing by the Household

SNAP Manual 12/01/00

A household is allowed a postponement of a scheduled hearing if the request is made at least 10 days in advance of the scheduled hearing or if good cause for failure to appear at the hearing can be shown. However, the hearing cannot be postponed more than 30 days, and the

SNAP CERTIFICATION MANUAL – SECTION 16000

16700 Administrative Disqualification Hearings

16770 Participation In the Program During the Hearing Process

postponement may be limited to one at the discretion of the Administrator of the Office of Appeals and Hearings.

If the hearing is postponed, the time limits for processing the hearing will be extended for as many days as the hearing is postponed not to exceed 90 days.

16770 Participation In the Program During the Hearing Process

SNAP Manual 12/01/00

All household members have the right to participate in the Supplemental Nutrition Assistance Program while the determination of an IPV is pending. If the action for which the charge has been brought does not affect the household's current circumstances, the household will continue to receive SNAP based on the latest certification. Recertification will be based on current circumstances. Benefits will not be continued if the household does not reapply.

The county office will terminate or reduce benefits if there is verification that the household is totally ineligible or eligible for fewer benefits and the household fails to request an administrative hearing and continuation of benefits. This is true even if these facts lead to the suspicion of an IPV and a resulting administrative disqualification hearing. For example, the county office may have verification that a household failed to report a change in circumstances that will cause a reduction in SNAP benefit amount. Benefits will be reduced even though DHS has not yet demonstrated through the hearing process that the failure to report involved an IPV.

16780 Conducting the Hearing

SNAP Manual 12/01/00

The hearing officer should make a particular effort to arrive at the facts of a case in a way that makes the SNAP household feel at ease.

16781 Attendance

SNAP Manual 12/01/00

The hearing be attended by a representative of the county office that initiated the suspected IPV and by the household and/or representative. With the household's consent, friends or relatives may also attend the hearing. If space limitations exist, the hearing officer may limit the number of persons allowed to attend at the hearing. The oath will be administered to all persons presenting testimony at the hearing.

SNAP CERTIFICATION MANUAL – SECTION 16000

16700 Administrative Disqualification Hearings

16782 The Household Rights during the Hearing

16782 The Household Rights during the Hearing

SNAP Manual 12/01/00

The household will be allowed to examine the administrative disqualification hearing file prior to the date of the hearing and during the hearing (see [SNAP 16761](#)). The household has other rights as listed below:

- The right to subpoena witnesses to appear on his or her behalf at the hearing
- The right to present his or her case or to have it presented by a legal counsel or other person
- The right to advance arguments without undue interference
- The right to question or refute any testimony or evidence, including an opportunity to confront and cross examine adverse witnesses
- The right to submit evidence to establish all pertinent facts and circumstances in the case

The hearing officer will advise the individual or representative that he or she may refuse to answer questions during the hearing.

16782.1 Representatives for the Household

SNAP Manual 12/01/00

An individual may designate in a signed statement the name of a representative to act in his behalf by reviewing the hearing file. If the representative is to act on the individual's behalf during the administrative disqualification hearing, this must be so specified on the signed statement. The statement designating the individual must appear in the hearing file.

The designated representative will receive a copy of all correspondence regarding the hearing proceedings.

16783 The Hearing Officer's Role

SNAP Manual 12/01/00

The hearing officer has the following duties:

- To insure that all relevant issues are considered
- To request, receive, and make part of the record all evidence determined necessary to decide the issues being raised
- To regulate the conduct and course of the hearing consistent with due process to insure an orderly hearing

SNAP CERTIFICATION MANUAL – SECTION 16000

16700 Administrative Disqualification Hearings

16790 The Decision

- To order, where relevant and useful, additional information from a source mutually satisfactory to the household and DHS
- To provide a summary of the hearing so that a decision may be rendered about the alleged act of IPV

16790 The Decision

SNAP Manual 12/01/00

The hearing officer will prepare a decision based on a comprehensive report of the proceedings. The format will consist of an introduction, findings of facts, conclusions of law, and a decision. The administrator of the Office of Appeals and Hearings may review and sign the order.

16791 Timely Action

SNAP Manual 12/01/00

Final action (including arriving at a decision and initiating administrative action) must be taken within 90 days of the date the household member is notified in writing that an administrative disqualification hearing has been scheduled.

16792 Absence of Intentional Program Violation

SNAP Manual 12/01/00

If the decision is that no IPV has occurred, the household member will be so notified by the Office of Appeals and Hearings in writing. A copy of the decision will be sent to the county office, the Overpayments Unit and to the Fraud Investigation Section if this section was involved in the case.

16793 Finding of Intentional Program Violation

SNAP Manual 12/01/00

If the decision is that an IPV has occurred, the original hearing decision and one copy will be sent to the appropriate county office. Copies will also be sent to the Overpayments Unit, to the household and to the Fraud Investigation Section if this section has been involved.



NOTE: The copy is sent to the household for informational purposes only. The county is still obligated to send the original decision to the household as instructed in [SNAP 16800](#).

SNAP CERTIFICATION MANUAL – SECTION 16000

16800 Imposing the Disqualification - County Office Actions

16793 Finding of Intentional Program Violation

16800 Imposing the Disqualification - County Office Actions

SNAP Manual 08/01/04

See [SNAP 16830](#) when an individual signs a waiver of their rights to an administrative hearing.

See [SNAP 16840](#) when and individual is found guilty of an IPV through a decision of court.

An individual found to have committed an intentional program violation (IPV) through the administrative disqualification hearing process will be disqualified from participating in Supplemental Nutrition Assistance Program. When the county office receives a hearing decision that an IPV had occurred, a period of disqualification will be imposed against the individual who committed the violation. For offenses that occurred or began on or after October 1996, the disqualification periods are listed below:

- One year for the first violation
- Two years for the second violation
- Permanently for the third violation

For offenses that occurred or began prior to March 1979, no disqualification will be imposed. For offenses that occurred or began during the period from March 1979 to September 1983, the disqualification will be three months regardless of the number of offenses. For offenses that occurred or began during the period from October 1983 to September 1996, the disqualification will be six months for the first offense, twelve months for the second offense, and permanent for the third offense.

For certain offenses there are specific penalties. See the chart below:

Offense	Penalty
Having been found by a Federal, State or local court to have used or received SNAP benefits in a transaction involving the sale of a controlled substance as defined in section 102 of the Controlled Substance Act (21 U.S.C. 802).	<ul style="list-style-type: none">• 24 months for the first violation• Permanent disqualification for the second violation
Having been found by a Federal, State or local court to have used or received benefits in a transaction involving the sale of firearms, ammunition or explosives.	Permanent disqualification
Convicted in a Federal, State or local court of having trafficked benefits for an aggregate amount of \$500 or more.	Permanent disqualification
Making a fraudulent statement or representation with respect to identity or residence in order to receive multiple benefits simultaneously (duplicate participation).	10 year disqualification

SNAP CERTIFICATION MANUAL – SECTION 16000

16800 Imposing the Disqualification - County Office Actions

16810 Disqualified Recipient System (DRS)

Only the household member found to have committed an IPV would be disqualified. Remaining members may participate if otherwise eligible. The disqualification will be effective on the first day of the month following the month in which the household member received written notification of the hearing decision. Once imposed, a disqualification period continues uninterrupted until completed regardless of whether the SNAP case is open or closed.

Upon receipt of a decision, the worker will establish a disqualification period that begins with the month following the month the household received the hearing decision. Then the worker will recalculate the household's budget in accordance with [SNAP 1623.2](#). Last, the worker will complete and route the *Action Taken on Your Fraud Hearing* (DCO-256) and *SNAP Disqualified Recipient Report* (DCO-19).

An advance notice of adverse action is not required when a disqualification is imposed. The DCO-256 serves as notification of the disqualification period and the resulting change in benefit amount. The DCO-19 must be completed according to the instructions on the form and routed within 10 days of receipt of an IPV decision. The original is routed to the Central Office, Supplemental Nutrition Assistance Program Section, mail slot 1240. A copy of the form is filed in the case record and retained for three years following the date the disqualification ended. For a permanent disqualification, the form is retained indefinitely.

16810 Disqualified Recipient System (DRS)

SNAP Manual 12/01/00

The Disqualified Recipient System (DRS) is an automated system that contains information about individuals disqualified from participating in the Supplemental Nutrition Assistance Program due to an IPV.

A *SNAP Disqualified Recipient Report*, DCO-19, must be routed to the Central Office, Supplemental Nutrition Assistance Program Section, where the form will be keyed to a DRS data file. The DRS file is transmitted to the Department of Agriculture, Food and Nutrition Services (FNS) National Computer Center in Kansas City each month.

16812 DRS Error Report

SNAP Manual 12/01/00

The day following transmission of the data file to Kansas City, the Central Office, Supplemental Nutrition Assistance Program Section receives an error report. For example, a DCO-19 is keyed with disqualification number entered as "1" but the national DRS file already has a first offense

SNAP CERTIFICATION MANUAL – SECTION 16000

16800 Imposing the Disqualification - County Office Actions

16814 DRS Voice Response Unit (VRU)

record in the data file for the individual. If the Supplemental Nutrition Assistance Program Section can resolve the items on the error report received from FNS, the correction will be forwarded to FNS at the next available opportunity. However, errors that cannot be resolved by the Supplemental Nutrition Assistance Program Section are returned to the DHS County Office for resolution.

16814 DRS Voice Response Unit (VRU)

SNAP Manual 12/01/00

The Voice Response Unit (VRU) provides recipient disqualification information for the DRS. The VRU is accessed by using a touch tone telephone, a six digit User ID, and a six digit password. Dialing 1-800-445-9498 accesses the VRU.

The VRU should be accessed prior to approving an application from a household that moved to Arkansas from another state within the past three months. (All adult members of the household should be screened against the DRS VRU.) The VRU should be accessed prior to adding an adult member to an existing SNAP household if this member moved to Arkansas from another state within the past three months.

The VRU should be accessed prior to imposing a disqualification if the individual appeared on the report “SNAP Recipients With Pending/Active Intentional Program Violations”. This query is needed to determine if this offense is first, second, or third offense. Since data from the old DRIPS system has not been updated to the new DRS for Arkansas, the case record must also be checked the offense is imposed.

16815 FACTS/DRS Interface

SNAP Manual 12/01/00

Each month the Central Office, Supplemental Nutrition Assistance Program Section, receives a Match File of DRS cases from FNS. The DRS Match File contains information about individuals who are currently serving disqualification and individuals whose disqualification period has not yet been imposed. The DRS Match File is interfaced with a data file of active SNAP recipients. Individuals participating in a SNAP case who are on the DRS Match File are included on a report “SNAP Recipients With Pending/Active Intentional Program Violations”. The report is sent to the DHS County Office where the SNAP case is located.

SNAP CERTIFICATION MANUAL – SECTION 16000

16800 Imposing the Disqualification - County Office Actions

16816 Action on eDRS Data

16816 Action on eDRS Data

SNAP Manual 03/01/18

When a decision has been made by the Office of Appeals and Hearings that states an individual has committed an “Intentional Program Violation” the initial decision will be routed to the Office of Security and Compliance. The decision will be logged and then keyed in to the eDRS reporting system using the following information.

- Name
- SSN
- Date of Birth
- Sex Code
- Disqualification Number
- Disqualification Start Date
- Length of Disqualification (99 if permanently disqualified)
- Disqualification Decision Date

Upon imposition of the disqualification being keyed in to eDRS, the Office of Security and Compliance will route the decision and hearing information to the DHS county office. The DHS County Office will complete a DCO-19 and scan it in to the electronic case record as documentation of the disqualification. The County Office will also take any necessary case action and process any overpayments within 30 days of receiving this documentation from the Office of Security and Compliance.

16820 Overpayment Unit Actions

SNAP Manual 12/01/00

Upon receipt of a copy of a hearing decision of IPV, the Overpayments Unit will issue a letter to the household. The letter will specify that the household must make restitution for the related overpayment. The letter will also specify that if an agreement to repay the overpayment is not made within 30 days, the household’s SNAP benefit amount will be reduced to recoup the overpayment.

After the individual who committed the IPV is disqualified, the household continues to be liable for repayment of the resulting overpayment. The remaining household members must begin restitution during the period of disqualification.

SNAP CERTIFICATION MANUAL – SECTION 16000

16800 Imposing the Disqualification - County Office Actions

16830 Imposition of Disqualification When a Waiver is Signed

If the household agrees to make restitution, but fails to do so, the household's SNAP benefit amount will be reduced to recoup the overpayment. (The household may also choose to make restitution through recoupment.) Either 20% of the household's monthly SNAP benefit amount or \$10.00, whichever is greater, will be recouped. If the household stops participating in the Program while the overpayment is being recouped, equivalent cash payments will be required until the overpayment is completely repaid.

See [SNAP 15530](#) for additional information on collection of overpayments.

16830 Imposition of Disqualification When a Waiver is Signed

SNAP Manual 12/01/00

If the accused individual signs the *Waiver of Hearing and Disqualification Agreement* (DHS-267) within the specified time frames, the individual will be disqualified as instructed in [SNAP 1623.2](#).

The original signed waiver is routed to the Overpayment Unit. Two copies are sent to the appropriate county office. One copy will be filed in the case record. The second copy will be sent to the disqualified individual with a completed *Action Taken on Your Administrative Disqualification Hearing/Waiver* (DCO-256).

The period of disqualification will begin with the first month following the month during which the household member received written notification of the disqualification. (Unless the Fraud Investigations Unit can reasonably expect to get a waiver packet to the county by the 20th of the month, the Fraud Investigations Unit will delay imposition of the penalty until the following month.) If appropriate, the household's certification period will be shortened to end in the month when the disqualification ends. The household of the disqualified member is liable for the overissuance resulting from the IPV.

The Overpayment Unit will contact households that complete the DCO-257 to arrange for repayment to begin. A *SNAP Intentional Program Violation Repayment Agreement* (DHS-254) will be issued to the household.

See [SNAP 16800](#) for complete instructions on disqualifying a household member for IPV.

16840 Court Imposed Disqualifications

SNAP Manual 08/01/04

DCO will disqualify an individual found by a court of law to have committed an IPV for the length of time specified by the court. If the court does not impose a disqualification period, DCO will

SNAP CERTIFICATION MANUAL – SECTION 16000

16800 Imposing the Disqualification - County Office Actions

16840 Court Imposed Disqualifications

impose a disqualification period in accordance with [SNAP 16800](#). Individuals found guilty in a federal, state, or local court of trading SNAP for controlled substances will be disqualified for 24 months for the first violation and permanently for the second violation unless the court imposes a specific period of disqualification. Individuals found guilty by a court of trading firearms, ammunition or explosives for SNAP will be subject to permanent disqualification unless the court imposes a shorter disqualification period.

When a court finds that a household member has committed an IPV, the Fraud Investigation Section will inform the county office by memo, with a copy to the Overpayments Unit. Upon receipt of the memo, the county office will immediately complete a *Notice of Court Decision* (DCO-259), and send it to the disqualified household member to initiate the disqualification.



NOTE: Court decisions that specify that NO disqualification is to be imposed do not require a DCO-259.

The budget will be recalculated, and the certification period will be shortened to coincide with the disqualification period if necessary. The income and resources of the disqualified member are handled according to procedures described in [SNAP 1623.2](#).

A *SNAP Intentional Program Violation Repayment Agreement* (DCO-254) will be sent to the household by the Overpayments Unit upon notification of a finding of an IPV by a court of law.

SNAP CERTIFICATION MANUAL – SECTION 16000

16900 Appeal Rights After the Hearing

16910 Judicial Review

16900 Appeal Rights After the Hearing

SNAP Manual 12/01/00

No further administrative appeal procedure exists after an adverse decision through an administrative disqualification hearing. Another administrative disqualification hearing cannot reverse the determination of an IPV resulting from an administrative disqualification hearing. The household member is, however, entitled to seek relief in a court having appropriate jurisdiction since the period of disqualification may be subject to change through a court decision.

16910 Judicial Review

SNAP Manual 12/01/00

An individual found guilty of an IPV through an administrative disqualification hearing has the right to judicial review.

Within 30 days from the date the petitioner received the decision a petition must be filed in the circuit court of any county in which the petitioner lives or does business or in the circuit court of Pulaski County. Copies of the petition are served on the Agency and other parties of record by personal delivery or mail.

Within 30 days from the date of the service of the petition on the agency or additional time granted by the court, not to exceed 90 days total, DCO must transmit to the court, the original or a certified copy of the entire record of the hearing under review.

The review shall be conducted by the court without jury and will be confined to the record unless a question of irregularity in the procedure exists which is not indicated in the record. Testimony may then be taken before the court.

16920 Reversed Disqualifications

SNAP Manual 12/01/00

In cases where the conviction of an individual for IPV is reversed by a court of appropriate jurisdiction, DCO will reinstate the individual in the Program if the household is otherwise eligible. Benefits that were lost as a result of the disqualification will be restored in accordance with the procedures specified in [SNAP 13330](#). If an administrative disqualification hearing decision is reversed, the county office will be advised so that any disqualification can be ended.

SNAP CERTIFICATION MANUAL – SECTION 17000

17100 Disaster Procedures – Summary

17110 Disaster Plan

17100 Disaster Procedures – Summary

SNAP Manual 12/01/98

The Food and Nutrition Act of 2008 authorizes the Food & Nutrition Service (FNS) to declare a need for temporary food assistance for victims of a disaster. Under the disaster certification procedures, a household must complete and submit an abbreviated application, be interviewed and provide limited verification.

This section covers the procedures used by DCO when temporary food assistance is provided as the result of a disaster.

17110 Disaster Plan

SNAP Manual 12/01/98

This agency has formulated a disaster plan that has been approved by Food and Nutrition Service (FNS). Under this plan the Agency may choose to provide food assistance under the terms of a series of waivers approved by FNS or to operate a full program. Should a disaster occur in Arkansas that warrants the need for emergency food assistance, the Agency will decide, in conjunction with FNS, what type of disaster program to operate.

SNAP CERTIFICATION MANUAL – SECTION 17000

17200 Determination of a Disaster

17110 Disaster Plan

17200 Determination of a Disaster

SNAP Manual 09/01/06

DHS may make application to FNS for authorization to implement temporary food assistance when a storm, fire, flood, or other catastrophe has disrupted normal commercial channels of food distribution and affected so many households that the regular SNAP cannot respond to their temporary food needs.

Commercial channels of food distribution must be restored prior to implementation of a DSNAP. If the disaster has caused one or more of the following conditions, the condition will be considered a disruption of the normal commercial channels.

1. There is limited access to retail food outlets because of damage to roads, bridges, or mass transit within the area
2. Retail and wholesale food outlets are closed for a significant period.
3. Delivery of supplies to food outlets has been significantly hampered.
4. The normal operating hours of food outlets have been significantly shortened restricting normal opportunities to purchase food supplies.
5. A power failure has significantly restricted the operation of food outlets.

Commercial channels of food distribution will be considered restored when conditions have improved to the extent that households have reasonable access to food outlets.

A Disaster Supplemental Nutrition Assistance Program (DSNAP) may be considered if:

1. Damage is so severe or widespread that regular application procedures would be too cumbersome.
2. Affected populations need benefit of less strict SNAP eligibility criteria and/or access to benefits more quickly than the regular SNAP can provide.
3. The nature of the disaster is such that many households will not have the verification requested by the regular SNAP rules.
4. The number of waivers required to adequately address disaster victim's needs would be confusing and administratively difficult to implement.

Meeting disaster victim's needs through the regular SNAP, with waivers, may be considered if:

1. The affected population is small.
2. The affected population is mostly the same population that is already eligible to receive SNAP benefits.
3. The disaster effects appear to be short term

SNAP CERTIFICATION MANUAL – SECTION 17000

17200 Determination of a Disaster

17210 FNS Authorization

4. Only minor or a very few modifications would be needed to the regular SNAP rules in order to adequately meet disaster victim's needs.

17210 FNS Authorization

SNAP Manual 01/01/06

If an application for a disaster designation is approved, FNS will authorize DCO to use disaster certification and issuance procedures. The counties or parts of counties where such procedures are authorized will be specified. The period of time during which applications for disaster assistance may be accepted will also be specified. This will be the designated disaster period.

FNS authorization will be made in person or by telephone and will be followed by written information. Denials will be handled in the same manner. FNS must approve temporary certification and issuance arrangements. If the assistance of a disaster relief agency is needed to provide temporary food assistance during a disaster, FNS must authorize the disaster relief agency designated by DCO and specify the functions that the agency may perform.

Emergency benefits will also be provided to eligible households to replace food destroyed in a disaster. Replacement benefits will be equal to the value of the food actually lost in the disaster not to exceed the applicable maximum monthly benefit amount for the household size.

SNAP CERTIFICATION MANUAL – SECTION 17000

17300 The Application Process

17310 Filing an Application

17300 The Application Process

SNAP Manual 09/01/06

Appropriate DCO personnel will determine eligibility for emergency SNAP benefit assistance during a disaster. Volunteers and/or other State personnel may be designated by DCO to assist with determining eligibility for affected households. DSNAP applications will normally be taken and processed at the DHS county office in the county or counties affected by the disaster. However, other sites may be designated if deemed necessary.

17310 Filing an Application

SNAP Manual 09/01/06

To request emergency SNAP assistance, a household must submit a completed application for assistance to a certification site in person or through an authorized representative during the designated disaster period. Designated personnel at the certification site will record the date of receipt on the application. Applications submitted outside of this period will be processed in accordance with normal SNAP procedures.

17320 Household Cooperation

SNAP Manual 09/01/06

The application must be completed and signed, the household or the authorized representative must be interviewed, and certain information on the application must be verified as required in [SNAP 17355](#). If the household refuses to cooperate with DCO in completing this process, the application will be denied at the time of refusal. Refusal to cooperate is fully defined and explained in [SNAP 8300](#).

17330 Interviews

SNAP Manual 09/01/06

An interview must be conducted with a member of each applicant household. The interview will be an official discussion of household circumstances. Certification workers, volunteers, or others may conduct the interview as representatives of an authorized disaster relief agency designated by DCO.

The casehead, spouse, any other responsible member of the household or an authorized representative (AR) may be interviewed. Anyone may accompany the household member or AR

SNAP CERTIFICATION MANUAL – SECTION 17000

17300 The Application Process

17340 Processing Standards

to the interview. At the beginning of the interview, the interviewer will advise the applicant either orally or in writing of:

1. The household's rights and responsibilities (See [SNAP 8120](#));
2. The civil and criminal provisions and penalties for violation of the Food and Nutrition Act of 2008 (See [SNAP 16800](#));
3. That the household may be subject to a post-disaster review; and
4. The availability of the regular SNAP.

If the household also wishes to file an application for the regular Program, the interviewer will advise the applicant of the address and telephone number of the selected county office.



NOTE: Group sessions may be used to initially screen applicant households under the eligibility criteria explained in [SNAP 17350](#), to explain household rights and responsibilities, and to explain how to complete an application.

The interviewer will review the information on the application with the applicant. Any unclear or incomplete information will be resolved. Verification will be obtained as specified in [SNAP 17354](#). The household's eligibility and SNAP benefit amount will be determined using the guidelines in [SNAP 17350](#).

Upon completion of the interview, the interviewer will advise the applicant orally and via *Notice of Action* (DCO-1) of the disposition of the household's application. Each eligible applicant will be advised of the proper use of SNAP benefits.

17340 Processing Standards

SNAP Manual 09/01/06

If a household is eligible to receive DSNAP benefits, the DSNAP application approval will be keyed to ANSWER on the date of application unless restrictions such as curfews make it impossible for the office to meet this standard. In these situations, the DSNAP application approval will be keyed to ANSWER no later than the day after the date the application was filed. All disaster applications must be processed (approved or denied) within the designated disaster period.

SNAP CERTIFICATION MANUAL – SECTION 17000

17300 The Application Process

17350 Disaster Criteria

17350 Disaster Criteria

SNAP Manual 09/01/06

Households who make application for emergency SNAP benefit assistance during disasters must meet all of the following criteria:

1. The household must have resided within the geographical area authorized for disaster procedures at the time the disaster struck. Such a household may be certified for disaster issuance while occupying temporary accommodations outside the disaster area.
2. The household must purchase food and prepare meals during the designated disaster period.
3. The household must have experienced at least one of the following adverse effects of the disaster:
 - Loss of food in the disaster
 - Damage to or destruction of the household’s home or self-employment business;
 - Inaccessibility of income
 - Inaccessibility of liquid resources
 - Disaster-related expenses

Loss of income/inaccessible income – This is a reduction or termination of income or a significant delay in receipt of income due to the destruction or inaccessibility of the work place or other disaster related problems.

Inaccessible liquid resources – Liquid resources are considered inaccessible if funds are deposited in a financial institution that is expected to be closed during most of the designated disaster period and the household cannot otherwise access their funds –e.g., writing a check or using a check card or using an ATM or debit card. Resources are also inaccessible if the household is unable to reach the financial institution because of the disaster and cannot otherwise access their funds as described above.

Disaster related expenses-This includes disaster-related home or business repairs, temporary shelter expenses, evacuation expenses, home/business protection, disaster-related personal injury including funeral expenses that are not expected to be reimbursed during the disaster benefits period.

SNAP CERTIFICATION MANUAL – SECTION 17000

17300 The Application Process

17351 Household Information

17351 Household Information

SNAP Manual 08/01/18

The SNAP household will include those members who are living and eating together during the disaster benefits period. The SNAP household WILL NOT include members of any household with whom the applicants are temporarily staying during the disaster.

The citizenship and alien status provisions of the regular SNAP WILL NOT apply during a DSNAP. The eligible student provisions of the regular SNAP WILL NOT apply during a DSNAP.

Failure to provide the social security number of household members WILL NOT result in a disqualification in a DSNAP.

The work registration and/or work requirements of the regular SNAP WILL NOT apply during a DSNAP. (Sanctions imposed for work registration violations WILL NOT apply to DSNAP applicants.)

Household members who are disqualified from the regular SNAP for an IPV may participate in a DSNAP. However, if an individual is found to have committed an IPV in a DSNAP, he or she WILL be disqualified from participating in the regular SNAP.

17352 Income and Resource Test

SNAP Manual 09/01/06

The household's take home pay for the designated disaster period added to the household's accessible cash resources (cash on hand and accessible funds in checking and savings accounts) must be less than or equal to the maximum income limits for the household size after disaster related expenses are deducted.

17353 Income

SNAP Manual 09/01/06

Only income that the household has received or can reasonably expect to receive during the disaster period will be considered. Income will include the following:

- Take Home Pay-Wages received by a household member after taxes or other deductions are withheld.

SNAP CERTIFICATION MANUAL – SECTION 17000

17300 The Application Process

17354 Resources

- Self-Employment Income- Self-employment income earned by a member during the designated disaster period less personal and social security taxes and the allowable costs of producing the income. See [SNAP 5622](#) for an explanation of allowable costs.
- Other Income- Net income other than earnings received by a household member.

17354 Resources

SNAP Manual 09/01/06

Non-liquid assets such as vehicles or real property will be excluded in a DSNAP.

The following liquid resource will also be excluded in a DSNAP: IRA accounts, disaster insurance payments or other disaster assistance expected to be receive during the disaster period. This includes payments from federal, state, or local government agencies and private disaster assistance organizations.

All other liquid resources (cash on hand and all funds in savings and checking accounts) will be counted unless the county office determines that such funds will be inaccessible to the household for most of the disaster benefit period.

17355 Allowable Disaster Related Expenses

SNAP Manual 09/01/06

Disaster related expenses are limited to:

1. The cost of repairing damage to the household's residence.
2. The cost of repairing damage to any property that is essential to employment or self-employment of a household member.
3. The cost of temporary shelter if a household's residence is not habitable or a household cannot reach its residence.
4. The cost of moving out of an area evacuated due to disaster.
5. Costs related to protecting property from disaster damage.
6. The cost of medical expenses for disaster-related injury to a person who was a household member at the time of the disaster. This includes funeral and burial expenses in the event of death due to the disaster.

Other expenses will not be considered.

SNAP CERTIFICATION MANUAL – SECTION 17000

17300 The Application Process

17356 Verification

The household must have paid or must expect to pay the expenses during the designated disaster period. Such expenses are not deductible if the household has received or expects to receive full reimbursement of the expense during the designated disaster period. If partial reimbursement is expected during the designated disaster period, only the portion of the expense not covered by the reimbursement will be allowed.

If reimbursement is expected but the household cannot be reasonably certain that the reimbursement will be received during the designated disaster period, the full amount of the expense will be deductible.

17356 Verification

SNAP Manual 09/01/06

To expedite certification of emergency assistance, only the applicant's identity and residence at the time of the disaster will be verified. Examples of acceptable verification include, but are not limited to, a driver's license, work or school ID, voter registration card or rent receipts and utility bills.

Since documents may be destroyed or inaccessible due to the disaster, residency may also be verified through sources such as telephone books or city directories when necessary. A collateral contact may be used as a source of verification if the household's identity and residency cannot be verified through documentary evidence or if the use of a collateral contact would expedite the household's certification.

In some unusual situations, verification of residency may not be possible. If residency cannot readily be verified despite the efforts of the worker and the household, the household will not be denied solely for this reason.

Applicant households must provide estimates of income, cash resources, and allowable disaster-related expenses. The household will be requested to itemize individual expenses as well as the different sources of income and resources.

Questionable situations: If household composition is questionable, the DHS workers could ask the applicant to list the names, ages, and birthdays of all household members. If food loss is questionable, the DHS worker could check with the power company to determine if the household's residence is located in an area affected by a power loss. The household might also be asked to submit a list of food items lost due to the power outage.

SNAP CERTIFICATION MANUAL – SECTION 17000

17300 The Application Process

17357 Calculating the Budget



NOTE: Public notices will encourage households to bring all available verifications. Notices will include language to ensure that this encouragement does not serve as a barrier to participation for eligible households.

17357 Calculating the Budget

SNAP Manual 09/01/06

Calculating the disaster budget will include the following processes:

1. Determining the household's total income for the designated disaster period;
2. Determining the household's total accessible liquid resources;
3. Adding together the income and the household's total accessible resources; and
4. Comparing the resulting figure to the maximum income limit for the appropriate household size.

The household is eligible if this figure is less than or equal to the appropriate maximum income limit.



NOTE: Maximum income charts will be issued to all certification sites upon determination of a disaster by FNS.

17360 Certification Period

SNAP Manual 09/01/06

Normally, a one-month certification period will be assigned to households participating in the DSNAP. The Office of Program Planning and Development will advise county offices of the length of the benefit period.

17370 Benefit Amount

SNAP Manual 09/01/06

Eligible households will receive the maximum amount of benefits authorized by the basis of issuance tables unless the household is currently certified under the regular program (See [FSC 17510](#)). Proration will not apply.

SNAP CERTIFICATION MANUAL – SECTION 17000

17400 Administrative Hearings

17380 Notices

17380 Notices

SNAP Manual 09/01/06

A *Notice of Action* (DCO-1) will be issued to the household. The notice will specify the household's eligibility or ineligibility and, for eligible households, the benefit amount.

17400 Administrative Hearings

SNAP Manual 12/01/98

Households denied disaster benefits may request an administrative hearing. Households requesting hearings will be offered immediate supervisory reviews due to the time that is likely to pass before a hearing decision can be rendered. The supervisory review will not replace the administrative hearing.

17500 Transition to the Regular SNAP

SNAP Manual 09/01/06

SNAP benefits issued to a household under DSNAP rules will be used to offset benefits issued under regular Program rules. For example, a household applies for SNAP benefits under a DSNAP on March 6. On March 20, the household applies under regular Program rules and is determined eligible. The household's March benefits will be offset by the benefits certified under the DSNAP.

17510 Households Certified Under the Regular SNAP

SNAP Manual 09/01/06

The following rules apply to households certified under the regular program that request assistance due to a declared disaster:

Rule 1: Households currently certified for the ongoing Program may also be eligible for temporary emergency SNAP assistance during disasters. These households will be allowed to apply for DSNAP assistance. Their eligibility will be determined in the same manner as any other disaster victim. DHS will reduce the amount of disaster benefits issued to currently certified households by the amount of SNAP issued to the household under the ongoing Program for the same period.

SNAP CERTIFICATION MANUAL – SECTION 17000

17500 Transition to the Regular SNAP

17510 Households Certified Under the Regular SNAP

If the household's food was damaged by the disaster and the household must replace the food, then the SNAP benefit amount authorized under the Disaster Program will not be reduced by the benefits issued under the ongoing program.

When it is not practical to determine, verify or otherwise take into account ongoing Program benefits, DCO may, with the approval of FNS, issue full disaster allotments to households who are certified under the ongoing Program.

Rule 2: Households requesting a replacement of food purchased with SNAP benefits and subsequently destroyed will be referred to the county office for a normal replacement. Households will not be given replacements if they have received or will receive disaster SNAP benefits for the same period.

Rule 3: Households certified under regular Program procedures that report changes during the application process for emergency assistance will be referred to the county office. The household is responsible for reporting the required information directly to the office which handles the regular case.

SNAP CERTIFICATION MANUAL – SECTION 17000

17600 Program Monitoring and Review

17510 Households Certified Under the Regular SNAP

17600 Program Monitoring and Review

SNAP Manual 09/01/06

Supervisory personnel will closely monitor the disaster application site to identify problem areas and will take immediate corrective action. These include problems with crowds, workflow, physical facilities, media information, and prevention of multiple SNAP issuances.

DCO will conduct a post disaster review of disaster certification activities to determine what, if any, corrective actions should be taken to improve disaster certification procedures. FNS will determine the number of cases to be reviewed on an operation-by-operation basis. The review will include a case record review, an interview with the recipient, verification of declared information, a determination of eligibility for disaster assistance and an analysis of errors. The Director of County Operations will designate the unit to conduct such reviews.

Claims will be established against any household that received more disaster assistance than it was entitled to receive. Benefits will be restored to households that received fewer benefits than the household was entitled due to an agency error.

All emergency disaster records will be maintained for the same period as other records and will be available for review and audit as well as for any other purpose specified by FNS.

SNAP CERTIFICATION MANUAL – SECTION 18000

18000 Procedures for Reducing, Suspending, or Cancelling Benefits

18100 Summary

18100 Summary

SNAP Manual 4/01/88

The Food and Nutrition Act of 2008, as amended, mandates the procedures under which Supplemental Nutrition Assistance Program benefits may be reduced, suspended, or cancelled if adequate funding for the Program is not available. Any of these actions may be used for one or more months as deemed necessary by the Department of Agriculture, Food and Nutrition Service (FNS) and must equally affect all states participating in the program.

18200 Notification

SNAP Manual 4/01/88

FNS will notify the Department of Human Services (DHS) of any reduction, cancellation or suspension of benefits which is to occur. Notification will include the effective date of the action. Upon receipt of notification of reduction, suspension or cancellation of benefits, DHS will notify the county offices of the impending action. Depending upon the type of action and the effective date of the action, the county office will be notified via WMMA, SNAP Online Message Screen or Memorandum. This information must be immediately transmitted to all county office personnel directly or indirectly involved in the administration of the Supplemental Nutrition Assistance Program.

Information regarding the reduction, cancellation or suspension of benefits will be transmitted initially to recipients through mass communication (e.g., press releases, news conferences etc.). Individual notices will be automatically printed and issued to SNAP recipients and/or applicants prior to or at about the same time the reduction, cancellation, or suspension is reflected in their SNAP allotment.

FNS will subsequently notify DHS when the period of reduction, suspension and/or cancellation will end and normal issuance may resume.

SNAP CERTIFICATION MANUAL – SECTION 18000

18000 Procedures for Reducing, Suspending, or Cancelling Benefits

18300 Allotment Reduction

18300 Allotment Reduction

SNAP Manual 4/01/88

When an allotment reduction is mandated, FNS will designate the months during which the reduction will occur, the percentage of reduction and the allotments to be affected. The reduction for currently certified cases will be handled automatically. Revised tables will be issued to be used in certification activities.

During any month in which a reduction is in effect, applications, change forms and monthly report forms will continue to be processed using the reduced maximum SNAP allotment. Unless otherwise ordered by FNS, one and two person households will continue to be issued a minimum monthly SNAP allotment of \$10.

The reduced maximum allotment will not be used to calculate benefits for restorations or retroactive benefits for a prior, unaffected month. The original maximum allotment in effect for the prior, unaffected month will be used to calculate restorations and/or retroactive benefits. This is true even if these benefits are actually issued during a month when a reduction is in effect. For example, an application is approved during a month when a reduction is in effect. The application period includes the month prior to the month of approval. The household is eligible for retroactive benefits for the month prior to the month of approval and so the household's retroactive benefits will be based on the maximum SNAP allotment before the reduction.

SNAP CERTIFICATION MANUAL – SECTION 18000

18000 Procedures for Reducing, Suspending, or Cancelling Benefits

18400 Suspensions and Cancellations

18400 Suspensions and Cancellations

SNAP Manual 4/01/88

FNS is responsible for determining when SNAP benefits must be suspended or cancelled due to a lack of funding. In the event of such a decision, FNS must notify the state of the decision and must specify the effective date. Upon receipt of this notification, the state must immediately take the actions required to implement the suspension or cancellation. During any month in which a suspension or a cancellation is in effect, applications, change forms and monthly report forms will continue to be processed using normal procedures.

EXCEPTION: There are special time frames for processing expedited applications. See [SNAP 9400](#) for an explanation of these time frames.)

No benefits will be issued until authorized by FNS. The \$10 minimum benefit requirement for one and two person households will be disregarded, and benefits for all households will be suspended or cancelled. Allotments or portions of allotments representing restored or retroactive benefits for a prior, unaffected month will not be suspended or cancelled, even though they are to be issued during a month of suspension or cancellation. For example, an application is approved during a month in which a cancellation is in effect. The application period includes the month prior to the month of approval, and the household is eligible for retroactive benefits for this month. Since the cancellation was not in effect for the month prior to the month of approval, retroactive benefits only will be issued to the household.

SNAP CERTIFICATION MANUAL – SECTION 18000

18000 Procedures for Reducing, Suspending, or Cancelling Benefits

18500 Expedited Services

18500 Expedited Services

SNAP Manual 4/01/88

Eligible expedited households which participate in the Supplemental Nutrition Assistance Program during periods of reduction will be issued SNAP based on the reduced maximum allotment in effect. These SNAP benefits must be issued to the household within the time frames specified in [SNAP 9400](#).

During periods of suspension, applications from eligible, expedited households will be processed within the time frames specified in [SNAP 9400](#). However, no SNAP allotments will be issued until the suspension is lifted.

Households eligible for expedited processing who apply during periods of Program cancellation will receive expedited service. However, there will be special processing timeframes. During periods of Program cancellation, expedited applications must be completed within two days or by the end of the month of application, whichever is later. No SNAP allotment will be issued during the month of cancellation.

All other procedures specified in [SNAP 9100](#) will apply to expedited applications during periods of Program reduction, cancellation and/or suspension.

18600 Certification Periods

SNAP Manual 4/01/88

The reduction, suspension or cancellation of allotments in a specified month will have no effect on the certification periods assigned to households during that month. See [SNAP 8700](#) for instructions on assigning certification periods.

SNAP CERTIFICATION MANUAL – SECTION 18000

18000 Procedures for Reducing, Suspending, or Cancelling Benefits

18700 Restoration of Reduced, Cancelled or Suspended Allotments

18700 Restoration of Reduced, Cancelled or Suspended Allotments

SNAP Manual 4/01/88

Suspended benefits will be issued to eligible households at the conclusion of the period of suspension. Upon being notified by FNS that a suspension of benefits is over, the state must act immediately to resume issuing SNAP to eligible households.

Households whose SNAP allotments are reduced or cancelled as a result of the enactment of these procedures are not automatically entitled to a restoration of the benefits which were lost. However, FNS may determine that all or part of these benefits may be restored if a surplus of funds occurs at a later time.

18800 Fair Hearings

SNAP Manual 4/01/88

Any household that has its allotment reduced, suspended, or cancelled may request a fair hearing if it disagrees with the action.

If a request for a Fair Hearing disputes only the fact that the reduction, suspension, or cancellation was ordered, the request may be denied by the Fair Hearing Section. A hearing must be held when the household believes that its SNAP allotment was computed incorrectly under the reduction procedures or that the rules for implementing the reduction, cancellation and/or suspension were misapplied or misinterpreted.

During a period of reduction, cancellation or suspension, the household does not have a right to continuation of benefits pending the Fair Hearing decision.

SNAP CERTIFICATION MANUAL – APPENDIX A

Arkansas Department of Human Services

Division of County Operations

List of SNAP Forms

DCO-1 - DCO-70

List of SNAP Forms

SNAP MANUAL 10/01/18

Form Number	Form Name	Revision Date	Use	How to Access Form	Form Fields
DCO-1	Notice of Action	Sept-18	<ul style="list-style-type: none"> • Manual notification of application approval when automated notice is not appropriate. • Request for information. • For TEA, notice that benefits will be held. • Advance notice of adverse action. • Manual notification of closure or change in benefits when an automated notice is not appropriate. 	DHS SHARE Spanish form on DHS SHARE Order from the warehouse.	Yes
DCO-12	Verification of Social Security Enumeration	May-08	<ul style="list-style-type: none"> • Serves as verification of application for an SSN. • Notifies SSA of the application for an SSN. • Used by SSA to notify DHS of the status of the application for an SSN. 	DHS SHARE Order from the warehouse.	NA
DCO-19	SNAP Disqualified Recipient Report	Aug-04	<ul style="list-style-type: none"> • Used by county office to report SNAP disqualifications to the central office, SNAP Section. • Used by central office, SNAP Section to enter information to the national Disqualified Recipient Information System. 	DHS SHARE	Yes
DCO-29	Quality Control Error Response	June -07	Used by the county office to provide information to the central office about any QA error case discovered.	DHS SHARE	Yes
DCO-70	Check Verification	Aug-85	Used by the county office to verify checks received by household.	DHS SHARE ONLY	No

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DCO-74 - DCO-103

Form Number	Form Name	Revision Date	Use	How to Access Form	Form Fields
DCO-74	Request for Services in Alternate County	Oct-12	Completed by SNAP households to request service through a DHS county office other than the office in the household's county of residence.	DHS SHARE ONLY	No
DCO-76	Collateral Statement	Sept-18	Used to obtain verification of household composition and/or residence in questionable situations.	DHS SHARE Spanish form on DHS SHARE Order from warehouse	Yes
DHS-80	Claim of Lost, Stolen and/or Forged Assistance Warrant/Check	Jul-97	Completed when a client reports a lost or stolen TEA or reimbursement check - e.g., E&T reimbursement check.	DHS SHARE ONLY	Yes
DCO-83	Contributions Statement	Sept-18	Used to verify contributions that a household is receiving.	DHS SHARE Spanish form on DHS SHARE Order from warehouse	Yes
DCO-94	Second Party Review Summary	Jun-12	Completed by reviewer during second party review. If needed, completed by worker to document corrective action.	DHS SHARE ONLY	Yes
DCO-96	Odd Job Income/Expense Record	Aug-11	Used to record daily income and expenses from odd jobs for the household	DHS SHARE	No
DCO-97	Verification of Earnings	Feb-91	Used to obtain verification of earnings from the employer.	DHS SHARE Order from warehouse	Yes
DCO-103	Request for Information at Annual Review	March-18	Used to obtain information and/or verification from a household that has submitted an Annual Review.	DHS SHARE Spanish form on DHS SHARE Order from warehouse	Yes

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DCO-110 - DCO-205

Form Number	Form Name	Revision Date	Use	How to Access Form	Form Fields
DCO-110	Complaint Report	Feb-18	<ul style="list-style-type: none"> Used by DHS clients to make a complaint. Records both civil rights complaints and other types of complaints. Establishes a system for tracking complaints. 	DHS SHARE ONLY	No
DCO-128	Categorical Eligibility Test	June-09	Used to determine if households are categorically eligible.	DHS SHARE ONLY	Yes
DHS-187	Billing and Routing Sheet/ Transitional Employment Assistance Payments/ Billed to the Department of Human Services	Feb-13	Used to authorize reimbursements for SNAP E&T Program participants	DHS SHARE ONLY	Yes
DCO-191	Request for Information - Medicaid, SNAP and TEA Programs	Oct-15	Used to request information when a client has applied for benefits. Used to request information postponed verification from expedited households.	DHS SHARE Spanish form on DHS SHARE Order from the warehouse. Automated in ANSWER	Yes
DHS-199	Benefit Overpayment Report	Oct-98	Used to report SNAP overpayments to the Overpayments Unit.	DHS SHARE	Yes
DCO-201	Report of Restored Benefits	Jan-95	<ul style="list-style-type: none"> Used to document supervisory approval of restored benefits. Used to report restored benefits to the Overpayments Unit. 	DHS SHARE ONLY	No
DCO-205	Employment and Training Program Referral Form & Participation Record	Jun-16	<ul style="list-style-type: none"> Used to refer both mandatory referrals and volunteers to the E&T contractor. Used by the contractor as a participation record. 	DHS SHARE ONLY Spanish form on DHS SHARE	Yes

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DCO-207 - DCO-223

Form Number	Form Name	Revision Date	Use	How to Access Form	Form Fields
DCO-207	SNAP Workers Referral/ Change	Oct-02	Used to refer SNAP recipients to the Workfare Sponsor in counties where the Workfare Program is operating. Also used to transmit information that will affect Workfare participation.	Maintained at Workfare County	NA
DCO-208	Notification of Workfare Obligation	Jun-95	Used by the county office to notify Workfare Program participants of their Workfare obligation.	Maintained at Workfare County	NA
DCO-209	Workfare Exchange of Information	Oct-95	Used by the county office and the Workfare office to exchange information about workfare participants.	Maintained at Workfare County	NA
DCO-210	Workfare Quarterly Report	Jun-95	Used by the county office to provide a quarterly count of participants.	Maintained at Workfare County Office	Yes
DCO-212	Workfare Monthly Activity Report	Jun-95	Used by the Workfare Administrator or designee to report program activity to the county office.	Maintained at Workfare Site	NA
DCO-215	Request for Assistance	Sept-17	Multi-program application form	DHS SHARE Spanish form on DHS SHARE Order from warehouse	Yes
DCO-218	Request for Information Semi-Annual Report	Oct-03	Request needed information from households who submit a semi-annual report	DHS SHARE Spanish form on DHS SHARE Order from warehouse	Yes
DCO-219	Notice of Appointment	Feb-09	Used to schedule appointments for TEA, SNAP and Medicaid applicants.	DHS SHARE Spanish form on DHS SHARE Order from warehouse	Yes
DCO-223	Application for Homeless Meal Provider Status	Nov-08	Used by homeless shelters that wish to accept voluntary contributions of SNAP benefits in exchange for meals.	DHS SHARE ONLY Spanish form on DHS SHARE	No

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DCO-224 - DCO-254

Form Number	Form Name	Revision Date	Use	How to Access Form	Form Fields
DCO-224	Meal Provider Visit Record and Disposal	Aug-00	Used by the county to approve or deny homeless meal provider status.	DHS SHARE ONLY	No
DCO-231	Notice to SNAP Recipients	May-94	Used in counties where no interview is scheduled at recertification until the household submits an application. Notifies households of the steps they must take to continue receiving SNAP benefits without interruption.	DHS SHARE Spanish form on DHS SHARE	No
DCO-234	Change Report	Sept-18	Used by SNAP, TEA and Medicaid households to report changes.	DHS SHARE Spanish form on DHS SHARE Order from warehouse	Yes
DCO-234A	Change Report Addendum	Sept-18	Explains the limited reporting requirements to SNAP households that are subject to this requirement.	DHS SHARE Spanish form on DHS SHARE Order from warehouse	No
DCO-235	Instructions for Completing Midpoint Review Form	Sep-04	Accompanies the Midpoint Review Form sent to households with 24-month certification periods. Explains the process and deadlines for reporting.	DHS SHARE Spanish form on DHS SHARE Order from warehouse	Yes
DCO-238	Declaration of Food Loss	July-13	Used by households to request a full or partial replacement of food lost in household misfortune.	DHS SHARE ONLY	No
DCO-243	Travel Reimbursement Documentation	Oct-12	Documents transportation costs incurred by E&T recipients.	DHS SHARE ONLY	No
DCO-248	SNAP Adjustment - Automated 248 System	Jul-01	Used by workers to authorize a transaction (supplement, restoration, etc.) on daily issuance.	DHS SHARE	Yes
DCO-254	Daily Census Report	Jun-97	Used by treatment center to maintain a daily census of drug and alcohol treatment residents who receive SNAP benefits.	DHS SHARE ONLY	No

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DCO-256 - DCO-264

Form Number	Form Name	Revision Date	Use	How to Access Form	Form Fields
DCO-256	Action Taken on Administrative Disqualification Hearing or Waiver	Oct-12	Used by worker to notify a household that a member has been disqualified due to an IPV determined through a disqualification hearing or because the household waived their rights to a hearing	DHS SHARE ONLY Spanish form on DHS SHARE	No
DCO-259	Action Taken on Your Court Hearing	Oct-12	Used by worker to notify a household that a member has been disqualified due to an IPV determined through a court of law.	DHS SHARE ONLY Spanish form on DHS SHARE	No
DCO-260	Notification of Work Registration	March-18	<ul style="list-style-type: none"> Used in all counties to notify households when a member is work registered. Used in E&T counties to notify households when a member is referred to the E&T Program. Used in E&T counties to advise work registrants that they may volunteer to participate in the E&T Program. 	DHS SHARE Order from warehouse	No
DCO-261	Volunteer Agreement	Oct-15	Used by counties to verify volunteer hours for individuals volunteering to meet work requirements.	DHS SHARE	Yes
DCO-261N	Notice to SNAP Recipients Subject to Work Requirements	March-16	Used to notify households of Work Requirements	DHS SHARE	Yes
DCO-263	Alcoholism and Drug Addiction Treatment Centers Record of On-Site Visit	Nov-00	Used by the DHS county office to record on-site visits to treatment centers.	DHS SHARE ONLY	No
DCO-264	Alcoholism and/or Drug Addiction Treatment Center Declaration Form	Mar-02	An addendum to the Request for Assistance, this form is used by treatment centers to capture the information needed by the AR to complete an ANSWER interview.	DHS SHARE ONLY	No

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DCO-268 - DCO-286

Form Number	Form Name	Revision Date	Use	How to Access Form	Form Fields
DCO-268	Notice of SNAP/Medicaid Review/Notice of Expiration	April-16	Used to notify households that their certification period is expiring and to return the Application for Recertification	DHS SHARE Automated	No
DCO-269	Notice of Missed Appointment	Jan-11	Used to notify households that they missed their SNAP appointment	DHS SHARE Automated in ANSWER	Yes
DCO-271	Telephone Report	Sept-18	Used by workers to collect information from households that call the DHS county office to report a change in circumstances.	DHS SHARE Order from warehouse	Yes
DCO-272	Access AR Online Application Notice of Interview	July-18	Used to schedule either a telephone or face-to-face interview when a household submits an Access AR Online Application	DHS SHARE	Yes
DCO-273	Receipt for SNAP Benefits or Money	Jul-00	<ul style="list-style-type: none"> • Used in DHS county office to: • Act as a receipt for money paid on an overpayment • Acts as a receipt for SNAP benefits withdrawn from an EBT account to repay an overpayment • Gives written permission for the agency to withdraw SNAP benefits from an EBT account to repay an overpayment. 	DHS SHARE ONLY	No
DCO-285	Semi-Annual Report and Medicaid Renewal Form	April-16	Used by SNAP households subject to semi-annual reporting. Also allows SNAP households with Medicaid to be reevaluated for Medicaid services at the same time.	DHS SHARE Spanish form on DHS SHARE Computer generated form	Yes
DCO-286	Notice of SNAP Recertification Appointment	March-09	Used to schedule either a telephone or face-to-face interview when a household submits an Application for Recertification	DHS SHARE Spanish form on DHS SHARE Order from Warehouse	Yes

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DCO-811 - DHS-1719

Form Number	Form Name	Revision Date	Use	How to Access Form	Form Fields
DCO-811	SNAP/MSP Annual Review	Jan-18	Used by SNAP households Subject to Annual Reviews. Also, allows SNAP households with MSP to be reevaluated for Medicaid services at the same time.	DHS SHARE Spanish form on DHS SHARE Computer Generated Form	Yes
DCO-1700	Suspected Fraud Report	August-17	Used in DHS county offices to refer SNAP households to the Fraud Unit when fraudulent activity is suspected.	DHS SHARE	Yes
DCO-1701 DHS-1719	SNAP Suspected Fraud Referral	May-85	Used in DHS county offices to request a field investigation.	DHS SHARE	Yes

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List of Publications

DHS-1719 - DHS-1719

List of Publications

Pub Number	Publication Name	Revision Date	Use	How to Access Publication
PUB -169	SNAP Program	August-12	Provides general information about applying for and participating in the SNAP Program. May be used for outreach or given along with a <i>Request for Assistance</i> to households that express an interest in the Program.	Order from the warehouse. Spanish version on DHS SHARE DHS SHARE
PUB-279	Your Rights and Your Responsibilities	July-14	Provides specific information to SNAP applicants and participants. Must be provided to all applicants – initial and recertification.	Order from the warehouse. Spanish version on DHS SHARE DHS SHARE
PUB-360	SNAP Semi-Annual Reporting	Nov-16	Provides specific information about Semi-Annual Reporting. Must be provided to households that become subject to SR for the first time. May be provided to any SR household if needed.	Order from the warehouse. Spanish version on DHS SHARE DHS SHARE
PUB-390	Alcoholism and Drug Addiction Treatment Centers SNAP Program Participation	Nov-08	Provides specific information about the responsibilities of Alcoholism and Treatment Centers when residents participate in the SNAP Program. Must be provided to any new AR designated by a center. May be provided to any treatment center at any time. May be provided to any interested party upon request.	DHS SHARE ONLY

APPENDIX: SNAP GLOSSARY

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-A-

Addict/Alcoholic Representative

11/01/98

An individual employed by an alcoholism and/or drug addiction treatment center and appointed by the center to act on behalf of resident households in the process of applying for SNAP benefits.

The representative is also authorized to use SNAP benefits on behalf of the center's resident households.

Addict/Alcoholic Resident

11/01/98

A resident of an institution approved under Public Law 91-616 as an alcoholism and/or drug addiction treatment center.

This includes private, nonprofit centers and certain centers operated by Mental Health.

Administrative Hearing

11/01/98

An administrative procedure during which a claimant and/or a representative of the claimant has an opportunity to present any grievance about an action or proposed action of the DHS County Office or its agents.

The claimant may show why he or she believes the action is not fair and should be corrected. The agency must prove whether the action taken was correct according to policy.

Age 60 or Older/Individuals with Disabilities

10/01/11

Aged/disabled households may deduct medical expenses incurred for the aged/ disabled member(s) and are allowed unlimited excess shelter costs.

APPENDIX: SNAP GLOSSARY

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Age 60 or Older/Individuals with Disabilities - Age 60 or Older/Individuals with Disabilities

Age 60 or Older/ Individuals with Disability households are not subject to the gross income eligibility pretest. Any household, including one person households that contain an age 60 or older and/or an individual with disability will be allowed up to \$3,500 in countable resources.

An aged/disabled household must contain one of the following:

1. An individual who is age 60 or older or who turns age 60 in the month of application.
2. An individual who receives SSI under Title XVI of the Social Security Act or who receives disability or blindness payments under Titles I, II, XIV, or XVI of the Social Security Act.
3. An individual who receives federally or state-administered supplemental benefits under section 1616 (a) of the Social Security Act if eligibility to receive these benefits is based upon the disability or blindness criteria used under Title XVI of the Social Security Act.
4. An individual who receives a federal or state-administered supplemental benefit under section 212 (a) of Public Law 93-66, that is commonly called a state supplement.
5. An individual who receives disability retirement benefits from a governmental agency because of a disability considered permanent under Section 221 (i) of the Social Security Act.
6. A veteran with a service-connected disability rated by the Veteran's Administration (VA) as total or paid by the VA as total under Title 38 of the United States Code.
7. A veteran who is considered by the VA to be in need of regular aid and attendance or permanently housebound under Title 38.
8. A surviving spouse of a veteran if the spouse is considered by the VA to be in need of regular aid and attendance or permanently housebound.
9. A surviving child of a veteran if the child is considered by the VA to be permanently incapable of self-support under Title 38.
10. A surviving spouse or child of a veteran if the spouse or child is entitled to a VA payment under Title 38 due to the death of the veteran so long as the spouse or child has a disability considered permanent under Section 221(i) of the Social Security Act. "Entitled" as used in this definition refers to those surviving spouses and children of veterans who are actually receiving such payments or who are entitled to such payments but are not yet receiving them.
11. An individual who receives an annuity payment under section 2 (a)(1)(iv) of the Railroad Retirement Act of 1974 and is determined to be eligible to receive Medicare by the Railroad Retirement Board.
12. An individual who receives an annuity payment under section 2 (a)(1)(v) of the Railroad Retirement Act of 1974 and is determined to be disabled based upon the criteria used under Title XVI of the Social Security Act.
13. Recipients of interim assistance benefits pending the receipt of Supplemental Security Income (SSI).

APPENDIX: SNAP GLOSSARY

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Alcoholism and/or Drug Addiction Treatment and Rehabilitation Program - Alcoholism and/or Drug Addiction Treatment and Rehabilitation Program

14. Recipients of permanent disability-related medical assistance benefits under Title XIX of the Social Security Act. This includes individuals found eligible for Medicaid through a decision of the Medical Review Team but does not include individuals eligible for Medicaid under any category not related to a permanent and total disability.
15. Recipients of disability-based state general assistance benefits. (There is no disability-based state general assistance program in Arkansas.)

Verification Tables for Disability

Type of Disability	Required Verification
Individual receives SSA disability or SSI.	Proof that the individual is receiving such payments.
Veteran with a service connected disability.	A statement for the VA which clearly indicates that the veteran is receiving benefits for a service-connected disability rated as total or paid at the total rate.
Veteran in need of a regular aid and attendance or housebound.	Proof that the veteran is in receipt of VA disability benefits.
Surviving spouse of veteran if spouse is in need of regular aid and attendance or housebound.	Proof that the individual is in receipt of VA disability benefits.
Surviving child of veteran if child is permanently incapable of self-support.	Proof that the individual is in receipt of VA disability benefits.
Surviving spouse or child of veteran if spouse or child is in receipt of death benefits but is actually disabled as defined by the Social Security Act.	None, if the individual obviously has a disability appearing on the Social Security Administration's most current list of disabilities considered permanent under the Social Security Act. If the disability is not obvious, a statement from a physician or licensed or certified psychologist stating that the individual has one of the non-obvious disabilities listed will be required.
Recipient of Railroad Retirement disability annuity from the Railroad Retirement Board who is eligible for Medicare.	Proof that the individual receives such benefits and is eligible for Medicare.

Alcoholism and/or Drug Addiction Treatment and Rehabilitation Program

11/01/98

Any drug addiction or alcoholic treatment rehabilitation program conducted by a private, nonprofit organization or institution, or a publicly operated community mental health center, under part B of Title XIX of the Public Health Service Act (42 U.S.C. 300x et seq.).

APPENDIX: SNAP GLOSSARY

-B-

Application Form (DCO-215) - Boarder

Private, nonprofit organizations who choose to use SNAP benefits at a retail store must receive authorization from the Office of Alcohol and Drug Abuse Prevention. Community mental health centers and private nonprofit organizations who use a point of sale device at the center to access SNAP benefits must receive authorization from FNS.

Application Form (DCO-215)

11/01/98

A form used to make application to participate in the Supplemental Nutrition Assistance Program. The application form must be completed by the casehead, a responsible household member or an authorized representative and submitted to a DHS county office.

Attendant

11/01/98

An individual who is necessary for medical, housekeeping, or child care reasons but who is not part of the household.

Authorized Representative (AR)

11/01/98

A person designated by the casehead, spouse, or another responsible household member to make application for SNAP benefits or to use SNAP benefits on the household's behalf.

Drug addicts or alcoholics participating in a nonprofit residential treatment or rehabilitation program will be represented by an employee of the facility. A resident of nonprofit group living arrangements may be represented by an employee of the facility or an AR of their own designation.

-B-

Boarder

11/01/98

A person to whom a household furnishes lodging and meals for compensation. Boarders may not participate in the Supplemental Nutrition Assistance Program.

APPENDIX: SNAP GLOSSARY

-C-

Boarding House (Commercial) - Categorically Eligible Household

Boarding House (Commercial)

11/01/98

A commercial establishment that offers meals and lodging for compensation with the intention of making a profit.

The statement of the proprietor or owner will be sufficient to determine that an establishment does or does not fit this definition.

-C-

Capital Gains

11/01/98

Proceeds from the sale of capital goods or equipment in a self-employment enterprise.

Casehead

11/01/98

The household member in whose name the case record will be maintained.

The case will be filed in the county office under the name of the casehead and all notices will be sent to the casehead.

Categorically Eligible Household

11/01/00

A categorically eligible household is any household in which all members receive (or are certified to receive) Supplemental Security Income (SSI) or at least one member receives (or is certified to receive) one of the following Transitional Employment Assistance (TEA) benefits:

- **Child-Care Assistance:** This is limited to child-care assistance paid to current TEA cash assistance recipients and child care assistance paid to former TEA cash assistance recipients through extended support services.
- **TEA Cash Assistance:** These monthly payments are available to help meet the family's basic needs while the parent or other adult relative works toward increasing his or her earning potential. An eligible family may receive cash assistance for no longer than 24 months. TEA cash assistance is also available to help meet the needs of children who are

APPENDIX: SNAP GLOSSARY

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Categorically Eligible Household - Categorically Eligible Household

being cared for by adult relatives other than a parent. Assistance to such relatives is available without regard to a specified time limit.

- **Mentoring services:** This service is designed to provide clients with the support needed to move from welfare to work. Mentoring services will be provided as long as it is deemed appropriate by the worker, coordinator and mentee. If the TEA case closes due to employment, these services may be provided for up to six months after the date of closure.
- **Case Management Services and Extended Case Management Services:** Case management is the process of coordinating and brokering the multiple services needed to achieve progress towards self-sufficiency. Case Managers serve as a point of contact for the client and a point of accountability for the agency. Case management services will be provided to those individuals who need assistance before and after accepting employment. This service will be provided as long as the client is eligible. Extended case management may be provided for up to 12 months after cash assistance has been terminated due to employment.
- **Employment Bonus:** An Employment Bonus cash payment will be made to any family that becomes income ineligible due to employment or who requests the cash assistance case be closed due to employment. Only one Employment Bonus may be authorized to a family within a 12-month period.
- **Transportation Assistance:** When a TEA case closes due to employment (by agency determination or at the family's request), the family is automatically eligible to receive two months of Extended Support Services (ESS) Transportation assistance. There is no limit to the number of times a family may receive ESS Transportation assistance.
- **Job Retention Payments:** When a TEA case closes due to employment, the family may receive, during the 12-month period following case closure, a cash payment for the purpose of enabling the adult to retain his or her job. The amount of payment will be the actual amount needed to resolve the job-related need.

This list is all-inclusive. Other benefits funded in whole or in part by TANF funds will not confer categorical eligibility. This definition applies to a finding of eligibility by the county office. This means a household cannot be considered categorically eligible under these rules unless at least one household member made application to receive some type of TEA benefit provided through the DHS county office and was found eligible to receive such benefits.

There are two exceptions to the categorically eligible rules:

EXCEPTION 1: The entire household is institutionalized and the institution is not listed at [SNAP 1800](#) as an institution where residents may participate in the Supplemental Nutrition Assistance Program.

APPENDIX: SNAP GLOSSARY

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Certification - Collateral Contact

EXCEPTION 2: The entire household is disqualified from receiving SNAP benefits.

Certification

11/01/98

Authorization of eligibility for a household to participate in the Supplemental Nutrition Assistance Program.

Certification Period

11/01/98

Length of time in calendar months a household is eligible to receive SNAP benefits.

Certification Date

11/01/98

The date the county office worker completes and signs the document authorizing a household to participate in the Supplemental Nutrition Assistance Program.

Collateral Contact

06/01/01

A person or agency designated to provide oral or written verification of information provided by a household.

The household normally designates the collateral contact. The county office worker will designate a collateral contact if:

1. The household fails to designate a collateral contact; or
2. Designates a collateral contact that is not acceptable.

An acceptable collateral contact can be expected to provide accurate, unbiased verification of the household's statements or circumstances. Examples of acceptable collateral contacts that might be expected to provide accurate, unbiased third-party information may include employers, landlords, social service agencies, migrant service agencies, and neighbors of the household.

If the worker chooses to designate the collateral contact, the household will be given prior written or oral notice. The household will be advised of three options:

1. To consent to the contact;

APPENDIX: SNAP GLOSSARY

-C-

Communal Diner - Communal Dining Facility

2. To provide acceptable verification in another form; or
3. To withdraw the application.

If the household refuses to select one of these options, the application will be denied or the household's case will be closed for failure to cooperate.

When advising a household of the designation of a collateral contact, the worker need not name a specific individual. A general designation such as "one of your neighbors" may be used.



NOTE: The worker may use records such as Bendex, SDX, or the ESD online screens without the household's consent. The records of other agencies are not considered collateral contacts when a routine access agreement exists.

When talking with an individual designated as a collateral contact, the county office worker should disclose only the information that is absolutely necessary to get the information being sought. Workers should avoid disclosing that the household has applied for SNAP benefits and should not disclose any information supplied by the household especially if the information is protected under [SNAP 530](#), "Disclosure of Information From the Case Record." When talking to a collateral contact, workers should not suggest that a household is suspected of any wrongdoing.

Communal Diner

11/01/98

An age 60 or older individual or SSI recipient who lives alone or only with a spouse and who uses SNAP benefits to purchase meals prepared at communal dining facilities authorized by FNS.

Communal Dining Facility

11/01/98

Facilities authorized by FNS to accept SNAP benefits for meals prepared at the site and served to eligible communal diners.

Examples of such facilities are:

1. Senior citizen centers;
2. Apartment buildings occupied primarily by elderly people;
3. A public establishment or a nonprofit, tax exempt private establishment that prepares meals especially for elderly persons during special hours; or
4. A private establishment under contract with a state or local agency to offer concessionally-priced meals for the elderly.

APPENDIX: SNAP GLOSSARY

-D-

Customarily - Documentary Evidence

Customarily

11/01/98

A majority of the time.

Judgments will be made on a case by case basis when a majority of the time is applicable.

-D-

Destitute Household (Expedited Case Action Policy)

11/01/98

A migrant or seasonal farmworker household in the job stream who meets one of the income criteria in [SNAP 9200](#).

Such households are entitled to expedited application processing.

Disability

11/01/98

Inability to engage in any substantially gainful activity by reason of a medically determinable physical or mental impairment.

Documentation

11/01/98

Written statements entered in the SNAP case record to substantiate the action taken.

For example, documentation of verification obtained will be entered in the case record. Each case action should be documented so a reviewer can determine the reason for each action taken.

Documentary Evidence

10/01/08

Written confirmation of a household's circumstances.

Some examples of documentary evidence include wage stubs, rent receipts, utility bills, dependent care costs receipts, recent award letters, and letters from employers confirming wages. Acceptable documentary verification will not be limited to any single type of document.

APPENDIX: SNAP GLOSSARY

-E-

Elderly Person - Eligible Foods

Any reasonable documentary evidence will be accepted as long as it provides adequate confirmation of the household's circumstances. The household may provide the required documentary evidence or the County Office may obtain the evidence through other sources.

EXAMPLE: If residency is verified through utility bills or rent receipts provided by the household as proof of shelter costs, no additional documentary evidence to confirm residency is necessary.

-E-

Elderly Person

11/01/98

A person age 60 or older.

Eligible Foods

11/01/98

1. Any food or food product intended for human consumption except alcoholic beverages, tobacco, or hot foods and hot food products prepared for immediate consumption.
2. Seeds and plants to grow foods for the personal consumption of eligible households.
3. Meals prepared and delivered by an authorized meal delivery service to households eligible to use SNAP benefits to purchase meals.
4. Meals served by an authorized communal dining facility to households eligible to use SNAPs benefits for communal dining.
5. Meals prepared and served by an alcoholism and/or drug addiction treatment and/or rehabilitation center to eligible households.
6. Meals prepared and served by a group living arrangement facility to residents who are blind or disabled recipients of benefits under Title II or Title XVI of the Social Security Act.
7. Meals prepared by and served by a shelter for battered women and children to eligible residents.
8. Meals prepared and served by an approved homeless meal provider to eligible members of homeless SNAP households.

Eligible Households

11/01/98

Households that meet the Supplemental Nutrition Assistance Program standards of eligibility are eligible households.

Emancipated Minor

11/01/98

A minor who has been given the right to manage his or her own affairs. The two basic types of emancipation are explained below:

1. Judicial Emancipation

A judicially emancipated minor has been given the right by a court to manage his or her own affairs.

2. Common Law Emancipation

A minor emancipated through common law has been given the right to manage his or her own affairs by voluntary agreement of parent and child. Common law emancipation may also be implied from acts of conduct which import consent. For example, the establishment of a separate household or, if living in the parent's household, actually paying an equal share of the household expenses of all family members would import consent.



NOTE: A voluntary agreement to emancipation that exists between a parent and a child under age 18 does not impart real emancipation. The child must be actually responsible for and managerial of his or her own affairs as stipulated in the agreement before he or she may be considered emancipated.

Encumbrance

11/01/98

Debt owed on property.

Equity

11/01/98

Fair market value of property, less any encumbrances on the property.

APPENDIX: SNAP GLOSSARY

-F-

Exiting - Food Stamp Act

Exiting

08/01/2017

An individual leaving a Prison and/or Half-Way House or Drug and/or Alcohol Rehabilitation Center within the last 90 days.

Expedited Services

11/01/98

The provisions under which certain households are entitled to receipt of SNAP benefits within seven calendar days of application if otherwise eligible.

-F-

Federal Fiscal Year

11/01/98

A period of 12 calendar months beginning October 1 and ending September 30th of the following calendar year.

Field Investigation

11/01/98

An investigation into a household's circumstances.

A field investigation may be performed by either a county office worker or a field investigator. The investigation may include an unannounced visit to the household's residence and/or collateral contacts such as household's neighbors.

Food and Nutrition Service (FNS)

11/01/98

The Division of the U.S. Department of Agriculture (USDA) that administers the Supplemental Nutrition Assistance Program.

Food Stamp Act

11/01/98

The Food Stamp Act of 1977 (P.L. 95-113), including subsequent amendments.

APPENDIX: SNAP GLOSSARY

-G-

SNAP Benefit Amount - Home Visit

This law authorizes the Supplemental Nutrition Assistance Program.

SNAP Benefit Amount

11/01/98

The total value of SNAP benefits a household is eligible to receive each month.

-G-

Group Living Arrangement

11/01/98

A public or private nonprofit residential setting that serves no more than sixteen (16) residents and that is certified by the appropriate agency or agencies of the State (DDS and FNS.)

To be eligible for SNAP benefits, a resident of such a group living arrangement must be disabled as defined in this Glossary, items 2-15 under “Age 60 or Older/ Individual with Disability.”

-H-

Home Visit

06/01/01

An on-site visit to an applicant’s residence by a county office worker during the application process.

The purpose of a home visit is to verify the household’s circumstances when documentary evidence cannot be obtained or is insufficient to make a firm determination of eligibility or benefit level. Home visits must be scheduled in advance with the household.

Home visits are to be used on a case-by-case basis where the supplied documentation is insufficient. Fitting a profile that has been determined by the DHS county office staff does not constitute lack of verification. Prior to conducting a home visit the worker must attempt to assist the household in obtaining the needed verification.

APPENDIX: SNAP GLOSSARY

-H-

Homeless Household - Household

Homeless Household

11/01/98

A household composed entirely of homeless individuals.

Homeless Individual

11/01/98

An individual who lacks a fixed and regular nighttime residence or an individual whose primary nighttime residence is:

1. A supervised shelter designed to provide temporary accommodations - e.g. a welfare hotel or a shelter for the homeless; or
2. A halfway house or a similar institution that provides temporary accommodations for individuals as an alternative to institutionalization; or
3. A temporary accommodation in the residence of another individual limited to 90 days; or
4. A place not designed for, or ordinarily used as a regular sleeping accommodation for human beings. Examples are a hallway, a bus station, a lobby or similar places.

Homeless Meal Provider

11/01/98

A public or private nonprofit establishment such as a soup kitchen or a temporary shelter that feeds homeless persons.

Homeless meal providers may accept SNAP benefits in payment for meals served to homeless persons if the provider has received approval through the Department of Human Services and the U.S. Department of Agriculture.

Household

11/01/98

Individuals or groups of individuals determined to be a household for purposes of applying for and/or receiving SNAP benefits. See [SNAP 1630](#) for a full explanation.

Household Cooperation

11/01/98

Willingness of the household to work with the Agency in establishing eligibility for the program, at application or during any subsequent case review.

At application, the application form must be completed and signed, the household or the authorized representative must be interviewed, certain information must be verified, and the household must comply with any applicable work registration requirements. If a household refuses to cooperate with the county office in completing this process, the application will be denied at the time of the refusal. Before a determination of refusal can be made, a household must be able to cooperate but clearly demonstrate that no member will take the required actions. If there is a question about whether a household has refused or failed to cooperate, the household's application will not be denied.

EXAMPLE: To be denied for refusal to be interviewed, a household must clearly refuse to be interviewed rather than simply fail to appear at the scheduled time.

No household will be denied SNAP benefits solely because someone outside the household failed to cooperate with a request for verification. The term "outside the household" will not apply to ineligible students, ineligible aliens, or to individuals disqualified for one of the following reasons: a) intentional program violation; b) failure to provide a social security number; c) noncompliance with the work registration requirements; d) noncompliance with the workforce requirements; or failure to comply with the requirement to work.

A household's case will be closed if the household refuses to cooperate during any subsequent eligibility reviews including any review generated by a reported change, field investigation or recertification.

Once denied or terminated for refusal to cooperate, a household cannot be determined eligible until the household does cooperate in the process of determining eligibility.

Immigrant

11/01/98

A lawfully admitted alien who entered the U.S. with the expressed intention of establishing permanent residence.

APPENDIX: SNAP GLOSSARY

-M-

Immigration and Naturalization Service (INS) - Meal Delivery Service

Immigration and Naturalization Service (INS)

11/01/98

A Division of the U.S. Department of Justice.

Ineligible Alien

11/01/98

An alien who does not meet the eligible alien status requirement.

Institution of Higher Education

11/01/98

Any public or private institution that normally requires a high school diploma or equivalency certificate for enrollment.

This includes, but is not limited to, colleges, universities, and vocational or technical schools at the post-high school level. See [SNAP 1622.1](#) for additional information.

Institution of Post-Secondary Education

11/01/98

Any public or private educational institution that admits persons beyond the age of compulsory school attendance for the state in which the institution is located.

Such institutions must be legally authorized or recognized by the state to provide an education in the state or must provide a program of training that prepares students for gainful employment.

-M-

Meal Delivery Service

11/01/98

A private organization that prepares and delivers meals and is authorized by FNS to accept SNAP benefits in payment for such meals.

APPENDIX: SNAP GLOSSARY

-N-

Migrant - Nonprofit Meal Delivery Service

Migrant

11/01/98

An individual who travels away from home on a regular basis with a group of laborers to seek employment in an agriculturally related activity.

Mixed Household

10/01/01

SNAP households in which at least one, but not all members, receive SSI and/or Transitional Employment Assistance (TEA) benefits.

Mixed households are considered to be “categorically eligible” if at least one household member receives a TEA benefit as described in [SNAP 1920](#).

-N-

Narrative

11/01/98

An entry in the case record to explain any situation needing clarification or further documentation.

Net Monthly Income

11/01/98

Gross nonexempt income minus the allowable deductions.

Net monthly income is used to determine eligibility and SNAP benefit amount.

Nonprofit Meal Delivery Service

11/01/98

A political subdivision or a private nonprofit organization that prepares and delivers meals and has been approved by FNS to accept SNAP benefits in payment for meals.

Nonpublic Assistance (NA) Household

11/01/98

Any household that does not meet the definition of a PA (Public Assistance) household.

This includes households composed of a single SSI member or SSI recipients and essential person.

Notice of Action

11/01/98

Any notice issued to advise a household of an action or impending action on the SNAP case.

Notices of action are issued:

1. At approval or denial of an application;
2. To notify a household of an impending increase or decrease in SNAP benefits;
3. To notify a household of an impending case closure;
4. To notify a household of information that must be supplied or of a requirement that must be met in order for the household to continue participating in the Program; or
5. To notify a household of entitlement to restored or supplemental benefits.

Notices of action are automatically issued in most instances when approval or denial of an application occurs or when supplemental benefits are issued. See FACTS Data Element Codes Appendix for information about when automated notices are sent.

Notices of action must be manually issued in all other instances using a *Notice of Action* (DCO-1). The DCO-1 will either be an advance notice or an adequate notice.

An advance notice is issued at least ten days before the effective date of the action. Day one of the advance notice period is the date after the notice is issued. Advance notices are used when an adverse action such as case closure or reduction in benefits is going to occur. For this reason, such DCO-1s are referred to as an advance notice of adverse action.

Advance notices of adverse action must be issued when:

- a. The county office is acting on a change in circumstances not reported by the household;
- b. The household reported the change but all conditions in [SNAP 11440](#) were not met; or
- c. The household must provide some information or meet a requirement in order to continue participating in the Program.

APPENDIX: SNAP GLOSSARY

-0-

Occasional Reporting - Occasional Reporting

No action may be taken until the notice has expired. The household may elect to continue receiving benefits at the same level if an administrative hearing is requested during this ten day period.

An adequate notice is issued to be received on or before the date the household's SNAP benefits became available.

An adequate notice will be manually issued:

1. To notify any household of an impending increase in benefits; or
2. To notify any household of entitlement to a restoration.

An adequate notice may serve as a notice of adverse action when a household has reported the information resulting in a decrease in benefits or case closure and all conditions in [SNAP 11440](#) are met. When an adequate notice is issued as a notice of adverse action, the household retains the right to continue receiving benefits at the same level if the adverse action is appealed within ten days of the date of issuance of the notice.

Neither an advance nor an adequate notice is required when:

1. All household members die;
2. A household moves from the county or state;
3. The SNAP benefit amount decreases because all installments of a restoration have been authorized;
4. A household was notified at certification of an expected decrease in benefits; or
5. A household requests case closure.

The county office may always issue an adequate notice as a courtesy or when requested by the household.

Specific information about the issuance and contents of notices of action appear in individual sections of policy.

-0-

Occasional Reporting

11/01/98

SNAP households not subject to semi-annual reporting are required to report changes within 10 days of the date the change becomes known to the household.

APPENDIX: SNAP GLOSSARY

-P-

Outreach Notice - Prospective Eligibility

This method of reporting changes is called occasional reporting.

Outreach Notice

11/01/98

Any communicative effort performed cooperatively or singularly by Federal, State or local agencies and organizations, or by individuals, to inform low-income households of the availability of the Supplemental Nutrition Assistance Program and to encourage the participation of eligible households.

Overissuance

11/01/98

The amount by which SNAP benefits issued to a household exceed the amount the household was actually eligible to receive.

-P-

Program

11/01/98

The Supplemental Nutrition Assistance Program as conducted under the Food Stamp Act and regulations.

Prospective Budgeting

11/01/98

The process of calculating a SNAP budget based on a household's anticipated monthly income and expenses for the upcoming budgeting period.

Prospective Eligibility

11/01/98

Determining eligibility based on a household's anticipated circumstances.

Public Assistance (PA) 11/01/98

Transitional Employment Assistance (TEA) as authorized by the Social Security Act of 1935, as amended.

APPENDIX: SNAP GLOSSARY

-Q-

Public Assistance (PA) Household - Refugee

Public Assistance (PA) Household

11/01/98

A household in which all members are receiving TEA Cash Assistance and/or SSI benefits.

Households receiving public assistance from other states will be classified as nonpublic assistance (NA) until the household either applies for or begins receiving TEA Cash Assistance from Arkansas.

-Q-

Quality Assurance Reviews

11/01/98

An administrative tool used to identify deficiencies in the eligibility process.

-R-

Reasonable Compensation

11/01/98

Boarder payments made to SNAP households that meet the minimum payment requirements specified by policy.

Recipient

11/01/98

A member of a household that receives SNAP benefits.

Refugee

11/01/98

A lawfully admitted alien granted conditional entry into the U.S. because he or she has fled a foreign country due to persecution or fear of persecution on account of race, religion or political opinions; or a natural disaster.

APPENDIX: SNAP GLOSSARY

-R-

Report Month - Retail Food Store

Report Month

11/01/98

The month during which a semi-annual report is submitted to and processed by the county office to affect the SNAP benefit amount for the following quarter.

Restored Benefits

11/01/98

SNAP benefits a household should have received in a previous month that were not issued due to an agency error.

Residency

11/01/98

Residing within the county. Does not include persons in the county solely for vacation purposes.

Retail Food Store

11/01/98

An establishment approved by FNS to accept SNAP benefits for eligible foods to be used for home consumption.

The following establishments may be considered retail food stores:

1. An establishment, or a recognized department of an establishment, or a house-to-house trade route whose eligible food sales volume is more than 50 percent staple food items for home preparation and consumption;
2. Public or private communal dining facilities and meal delivery services; private non-profit alcoholism and/or drug addiction treatment and rehabilitation programs; publicly operated community mental health centers that conduct residential programs for drug addicts and/or alcoholics, or an approved public or private non-profit establishment that feeds homeless persons;
3. Any private non-profit cooperative food purchasing venture, including those whose members pay for food prior to receipt; and
4. A farmer's market.

APPENDIX: SNAP GLOSSARY

-S-

Retroactive Benefits - Self-Employed Household

Retroactive Benefits

11/01/98

SNAP benefits due a household as a result of the certification of an application held pending more than one calendar month.

For example, a household applies in June and is approved in July. June benefits are issued as retroactive benefits.

Roomer

11/01/98

A person to whom a household furnishes lodging, but not meals, for compensation.

-S-

Seasonal Farmworker

11/01/98

An individual who travels away from home to seek employment in an agriculturally related activity.

Secretary

11/01/98

The Secretary of the U.S. Department of Agriculture.

Self-Employed Individual

11/01/98

An individual who engages in an enterprise to produce income for himself or herself. See [SNAP 5610](#).

Self-Employed Household

11/01/98

A household in which the primary source of income is self-employment.

APPENDIX: SNAP GLOSSARY

-S-

Semi-Annual Reporting - Spouse

Semi-Annual Reporting

11/01/98

Households that are given a 12 month certification period and required to submit a report every sixth month during the certification period.

Other reporting requirements are waived for these households.

Shelter for Battered Women and Children

11/01/98

A public or private non-profit residential facility that serves battered women and their children.

If such a facility serves other individuals, a portion of the facility must be set aside on a long-term basis to serve only battered women and children.

Single Language Minority Household

11/01/98

A household in which all members speak the same non-English language and which does not contain an adult fluent in English as a second language.

Sponsored Aliens

11/01/98

Aliens lawfully admitted into the United States for permanent residence who are being sponsored by a U.S. citizen during the period required for the alien to become a permanent resident (3 years from the date of entry).

Spouse

11/01/98

Either of:

1. Two individuals legally married to each other; or
2. Two individuals who are living together and holding themselves out to the community as husband and wife by representing themselves as such to relatives, friends, neighbors or trades people.

APPENDIX: SNAP GLOSSARY

-T-

State - Thrifty Food Plan

State

11/01/98

Any one of the 50 states, the District of Columbia, Puerto Rico, Guam and the Virgin Islands of the United States.

Striker

11/01/98

Anyone involved in a strike or unified stoppage of work by employees including a stoppage by reason of the expiration of a collective bargaining agreement.

Any concerted slow down or other concerted interruption of operations by employees is also considered a strike.

Student

11/01/98

A household member who is enrolled in an institution of post-secondary education.

This includes household members who are enrolled to take correspondence courses. It does not include household members who are attending a high school or a course of study for a GED.

Supplemental Benefits

11/01/98

An additional issuance of SNAP benefits provided in the same month as the original issuance to correct an agency error or to process a change in a timely fashion.

-T-

Thrifty Food Plan

11/01/98

The diet required to feed a family of four persons as determined in accordance with the Secretary's calculations.

APPENDIX: SNAP GLOSSARY

-U-

Transitional Employment Assistance (TEA) - Unlawful Strike

The cost of such a diet is the basis for uniform benefits for all households regardless of the actual composition, except that the Secretary shall make household size adjustments in the Thrifty Food Plan taking into account economies of scale.

Transitional Employment Assistance (TEA)

11/01/98

This program, which replaced the AFDC Program in July 1997, helps economically needy families become more responsible for their own support and less dependent on public assistance.

Through employability assessments, employment planning, and the provisions of employment related services, the TEA Program helps recipients recognize their employment possibilities and helps them into jobs as soon as possible.

-U-

Unlawful Strike

11/01/98

The definition of unlawful strike is provided in [SNAP 1700](#).

Unpaid work

06/01/18

Work performed in the public or private sector that is meant to improve or gain skills that prepare an individual with experience to enter the workforce. This can include unpaid activities in the public or private, non-profit sector that are for the good of the community. Participants are not monetarily reimbursed for the work performed. Unpaid workers cannot be used by an entity to supplant paid positions.

Verification

10/01/08

The use of third party information or documentation to establish the accuracy or validity of information provided by an applicant for SNAP benefits or a recipient of SNAP benefits.

The types of verification are documentary evidence, collateral contact and home visit.

At initial application (see [SNAP 8100](#)), households are required to furnish verification of actual utilities, medical costs, income, dependent care costs, and resources. Alien status and residency will be verified if not previously verified. Household composition, citizenship, utility standard entitlement, dependent care costs, excluded income, and work registration exemption will be verified if questionable.

When processing timely recertifications (see [SNAP 10300](#)) and untimely recertifications (see [SNAP 10900](#)), changes in income or actual utility expenses will be verified if the source has changed or the amount has changed by more than \$25. Previously unreported medical expenses and total nonrecurring medical expenses that have changed by more than \$25 will also be verified. Dependent care costs must be verified when the household reports a change in amount paid or change in provider. Income, total medical expenses or actual utility expenses that the household claims have changed by \$25 or less will not be verified unless this information is incomplete, inaccurate, inconsistent or outdated. Alien status and residency will be verified if there has been a change. Unchanged information will not be verified unless the reported information is incomplete, inaccurate, inconsistent, or outdated.

Changes reported during the certification period are subject to the same verification procedures that apply at initial application except that reported income, total medical expenses or actual utility expenses which are unchanged or changed by \$25 or less will not be verified unless reported information is incomplete, inaccurate, inconsistent, or outdated.

Previously unreported dependent care costs must be verified, as well as changes in amount and provider.

When a semi-annual report is submitted, households must report and verify all earned income. Otherwise, the verification requirements for reported changes will apply.

APPENDIX: SNAP GLOSSARY

-V-

Verification - Verification

When a midpoint review is submitted from a household certified for longer than 12 months, all medical expenses must be reported and verified. Otherwise, the verification requirements for reported changes will apply.

General definitions of the terms incomplete, inaccurate, inconsistent, and outdated appear below:

Incomplete

Information will be considered incomplete when vital dates, names, figures or other information is missing. For example, information about actual utility costs is incomplete if the household has reported costs for gas, lights and water and has only furnished a gas bill as verification of actual utility costs.

Inaccurate

Information will be considered inaccurate when the worker has some reason to question the validity of the household's statements. For example, a household reports that medical expenses are unchanged, yet the worker is aware that the household member with the deductible medical expenses has been approved for SSI and should now be receiving a Medicaid card.

Inconsistent

Information will be considered inconsistent when a review of the case file reveals a conflict between the reported information and the information already documented in the case file. For example, a household reports a \$300 per month rent expense. A review of the case record shows that the household has not moved and the last reported rent amount was \$50 because the household was receiving rental assistance from HUD.

Outdated

Information about fluctuating earned income is usually considered outdated if a month or more have elapsed since the household last furnished current verification. Information about stable earned income, unearned income received on a weekly or a biweekly basis, actual utility costs and medical expenses is outdated if three months or more have elapsed since the household last submitted current verification. Information about unearned income received on a monthly basis or received periodically is considered outdated if eleven months or more have elapsed since the household last submitted current verification. Information about liquid resources is considered outdated if eleven months or more have elapsed since the household last submitted current verification.

When verification is needed, the household has the primary responsibility for providing documents or other suitable information. The household must also provide the name of a collateral contact if necessary. (See the definition of "Collateral Contact" for additional information.)

APPENDIX: SNAP GLOSSARY

-V-

Verification - Verification

The county office worker has the following responsibilities:

1. Advising the household what must be verified and how it must be verified.
Recommended sources of verification may be found in the section of policy dealing with the item to be verified. For example, recommended sources of verification for earned income may be found in [SNAP 5514](#).
The *Request for Assistance* (DCO-215) contains a general list of items that must be verified. When an interview is scheduled on the *Notice of Appointment* (DCO-219), the lower portion of the form will be completed to advise the household of the verification requirements. If it is determined at the interview that additional verification is required, the worker will issue to the household a DCO-191 that clearly indicates the information to be provided. If verification is needed from a currently certified household, a *Notice of Action* (DCO-1) will be issued. See the definition of "[Notice of Action](#)" in this Glossary for additional information about the requirements for requesting verification from a currently certified household.
When information from another source contradicts statements made by the household, the household must be so advised and given a reasonable opportunity to resolve the discrepancy.
2. Assuring that required verification is accomplished and documented. (See [SNAP 314](#) for instructions on documentation.) Households may supply documentary evidence in person, through the mail, by facsimile or other electronic device, or through an authorized representative. Households will not be required to present verification in person at the County DHS Office. The worker must accept any reasonable documentary evidence provided by the household and will be primarily concerned with how adequately the verification proves the statements on the application.
3. Assisting the household when the household is cooperating and it is difficult or impossible for the household to obtain the necessary documentary evidence in a timely manner or when the documentary evidence presented by the household is insufficient.
Such assistance may include making a collateral contact or making a home visit. Assistance with the verification process must be provided to any household upon request; however, at any time a worker becomes aware that a household needs help complying with the verification requirements, the worker must assist the household even if such assistance has not been specifically requested.
For example, if a household turns in an income statement that has been improperly completed, the worker would contact the employer directly to verify earnings. If a household turns in an outdated statement to verify SSA benefits, the worker would access the SOLQ screen. In the case of an elderly client, a worker might assist in obtaining verification of medical expenses by contacting providers directly.

APPENDIX: SNAP GLOSSARY

-V-

Verification - Verification



NOTE: ASSISTANCE TO HOUSEHOLDS WILL NOT BE LIMITED TO SITUATIONS THE SAME AS OR SIMILAR TO THESE SITUATIONS. ASSISTANCE WILL BE PROVIDED WHEN NEEDED.

Appendix D: Current Standards

Current Standard Deductions

Type of Deduction		Amount	Effective Date
1. Earned Income		20%	05-01-86
2. Standard Deduction <i>(Based on household size)</i>	Household size 1	\$164	10-01-18
	Household size 2	\$164	
	Household size 3	\$164	
	Household size 4	\$174	
	Household size 5	\$204	
	Household size 6 and up	\$234	
3. Utility Standard		\$284	10-01-18
4. Maximum Excess Shelter		\$552	10-01-18
5. Standard Medical Deduction		\$138	11-01-11

Current SSI Maximum Payments

Type of Payment	Amount	Effective Date
SSI Only – Individual	\$771	01-01-19
SSI Only – Couple	\$1156	01-01-19
SSA/SSI – Individual	\$791	01-01-19
SSA/SSI – Couple	\$1177	01-01-19
SSI Only-Individual Reduced	\$514	01-01-19
SSI Only –Couple Reduced	\$771	01-01-19
SSA/SSI-Individual Reduced	\$534	01-01-19
SSA/SSI-Couple Reduced	\$791	01-01-19

Current Medicare Premium (Part B Only): \$135.50

Current Medicare Premium (Part D Only): \$35.02

Appendix D: Current Standards

Current Standard Deductions

Type of Deduction		Amount	Effective Date
1. Earned Income		20%	05-01-86
2. Standard Deduction <i>(Based on household size)</i>	Household size 1	\$160	10-01-17
	Household size 2	\$160	
	Household size 3	\$160	
	Household size 4	\$170	
	Household size 5	\$199	
Household size 6 and up		\$228	
3. Utility Standard		\$278	10-01-17
4. Maximum Excess Shelter		\$535	10-01-17
5. Standard Medical Deduction		\$138	11-01-11

Current SSI Maximum Payments

Type of Payment	Amount	Effective Date
SSI Only – Individual	\$750	01-01-18
SSI Only – Couple	\$1125	01-01-18
SSA/SSI – Individual	\$770	01-01-18
SSA/SSI – Couple	\$1145	01-01-18
SSI Only-Individual Reduced	\$500	01-01-18
SSI Only –Couple Reduced	\$750	01-01-18
SSA/SSI-Individual Reduced	\$520	01-01-18
SSA/SSI-Couple Reduced	\$770	01-01-18

Current Medicare Premium (Part B Only): \$134

Current Medicare Premium (Part D Only): \$35.02

Appendix D: Current Standards

Current Standard Deductions

Type of Deduction		Amount	Effective Date
1. Earned Income		20%	05-01-86
2. Standard Deduction (Based on household size)	Household size 1	\$160	10-01-17
	Household size 2	\$160	
	Household size 3	\$160	
	Household size 4	\$170	
	Household size 5	\$199	
Household size 6 and up		\$228	
3. Utility Standard		\$278	10-01-17
4. Maximum Excess Shelter		\$535	10-01-17
5. Standard Medical Deduction		\$138	11-01-11

Current SSI Maximum Payments

Type of Payment	Amount	Effective Date
SSI Only – Individual	\$735	01-01-17
SSI Only – Couple	\$1103	01-01-17
SSA/SSI – Individual	\$755	01-01-17
SSA/SSI – Couple	\$1123	01-01-17
SSI Only-Individual Reduced	\$490	01-01-17
SSI Only –Couple Reduced	\$735.33	01-01-17
SSA/SSI-Individual Reduced	\$510	01-01-17
SSA/SSI-Couple Reduced	\$755	01-01-17

Current Medicare Premium (Part B Only): \$109.00

Current Medicare Premium (Part D Only): \$35.63

SNAP CERTIFICATION MANUAL – APPENDIX G

A Guide to Sources of Unearned Income

Introduction

A Guide to Sources of Unearned Income

SNAP MANUAL 07/01/05

Introduction

This Appendix was developed for the purpose of providing general information about guidelines for eligibility for various programs.

Reference may be made to this section when the caseworker suspects that an individual may be receiving benefits from any program specified. It may also be used to determine if an individual may be entitled to benefits. Individuals who appear to be eligible should be referred to the proper office to make application.

The following types of income are described:

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Railroad Retirement	4
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Veteran's Benefits	15
Worker's Compensation	16

A Guide to Sources of Unearned Income

Child Support Enforcement (CSEU)

Child Support Enforcement (CSEU)

The Office of Child Support Enforcement was established for the purpose of enforcing support obligations owed by absent parents to their children. Services are available to anyone, although individuals who do not receive TEA must return 13% of the amount collected as a fee.

Under title IV-D of the Child Support Enforcement Program, the State is assigned the rights to support rights of individuals who receive TEA. This permits the State to bring child support actions on its behalf, while at the same time, providing TEA cash assistance to needy families. Applicants for and recipients of TEA must cooperate in locating absent parents, establishing paternity, and establishing and enforcing support obligations. A nationwide Parent Locator Service is available through OCSE. It may be used by the State to locate absent parents to enforce child or spousal support obligations, to determine child custody, and to assist in cases of parental kidnapping.

The distribution rules for child support are as follows:

- If the family receives TEA, and the OCSE collects child support, the amount of the monthly TEA cash payment is deducted from the child support collected and retained. The balance of the child support payment, if any, is applied to arrearages that are assigned to the state. If there are no arrearages, the balance is sent to the family.
- If the family is not receiving TEA, the amount of the current support and any additional payment for arrearages owed to the family is paid to the family first. Any arrears owed to the State are collected by offsetting the noncustodial parents federal income tax refund, or collected after the child emancipates.

OCSE may collect past due child support by intercepting monies scheduled to be paid in:

- Federal income tax refunds;
- State income tax refunds; and
- Unemployment checks.

Federal payroll checks and certain Federal pension checks may be garnisheed to collect child support or alimony.

A Guide to Sources of Unearned Income

Government Employees Insurance System

Government Employees Insurance System

The Federal Government, State Government and many local entities have retirement systems that cover some or all of their employees. Most of the systems make payments to qualified employees who are disabled or who retire because of age. Some also provide annuities for survivors.

Most civilians who work for the Federal Government are covered by the Civil Service

Retirement Act, the Federal Employees Health Benefits Act, and the Federal Employees Group Life Insurance Act. Federal employment not covered under other retirement systems is generally covered under the Social Security Act.

The Civil Service Retirement Act

Provides annuities to qualified employees who retire because of age and years of service, involuntary separation not for cause, or disability. Annuities are also payable to the widows and minor children of employees who die and, in certain cases, to the survivors of annuitants. Deferred annuities are payable at age 62 to persons who have been in government service but left it before retirement age if they have not withdrawn their contributions. A minimum of five years civilian service is required for entitlement to annuity benefits on the basis of age or disability retirement. A minimum of 18 months is required for survivor annuities. The Compensation Group, Office of Personnel Management, Washington, DC 20415 administers this Act.

The Federal Employees' Group Life Insurance Act

This Act provides insurance benefits for survivors of deceased Federal employees who have not waived coverage under this Act. Generally, life insurance coverage stops 31 days after separation from Federal service, but insured employees may retain coverage if they retire on an immediate annuity either for disability or after at least 12 years of creditable service. Claims are handled by the office of Federal Employee's Group Life Insurance, 4 E. 24th Street, New York, New York 10010.

Conditions for receiving benefits and the amounts of the benefit vary considerably. Usually an employee must have had a considerable period of service to receive a substantial annuity. A person leaves a job after considerable service, but before retirement age may have the option of having his contributions returned or leaving them in the plan so that they may count toward an annuity at retirement age.

A Guide to Sources of Unearned Income

Railroad Retirement

Other systems, especially those for police officers and firefighters provide monthly benefits to survivors, particularly aged widows. Generally, however, provision for survivor consists either of a refund of contributions or continuing payments to the survivors of an annuitant.

Railroad Retirement

The Railroad Retirement Act and the Railroad Unemployment Insurance Act provide protection for persons who work for railroads and certain companies closely connected with the railroad industry. These programs are administered by the Railroad Retirement Board.

The Railroad Retirement Act (RRA) provides railroad retirement annuities to qualified railroad employees and their spouses.

Railroad annuities, which are paid in the event of retirement, disability or death, are payable as early as age 60. Age and length of service determines the points of eligibility.

Disability annuities are payable if:

- An individual have at least 10 years of railroad employment or effective January 1, 2002, if less than 10 years or railroad employment have at least 5 years of railroad employment after December 31, 1995; Service months need not be consecutive, and in some cases military service may count. Credit for a month of railroad service is given for every month in which an employee has had some compensated service, even if only one day's service is performed during the month.
- For occupational disability, with 10 or more years of railroad service, have attained age 60 but not yet full retirement age and is disabled for your regular railroad job;
- Or, any age, with at least 20 years of service and become partially disabled (unable to perform your regular job). An occupational disability is one that prevents you from performing your job with the railroad. It does not necessarily prevent you from working at some other kind of job.
- For survivors to be eligible for benefits, the employee must also have been insured at death.
- Total disability benefits are available at any age if you have become permanently disabled and have at least 10 years of railroad service. Total disability means that you must be unable to perform any kind of substantial gainful employment.

Annuities are also payable to:

- Spouses or divorced spouses;
- Widows/ers and surviving divorced spouses;
- Remarried widow(er)s;
- Mothers/fathers;

A Guide to Sources of Unearned Income

Railroad Unemployment Insurance

- Children;
- Grandchildren; and
- Parents of deceased railroad workers.

A lump sum may be payable because of your death if there are no survivors immediately eligible to receive a monthly annuity upon the individual's death. As with Social Security, work after entitlement to any type of annuity affects eligibility to receive monthly payments.

Some employees may qualify for both a Railroad Retirement annuity and a Social Security benefit. If a determination is made that an employee is entitled to both, a combined payment will be made. A certificate of Award will be issued to the beneficiary indicating the Social Security benefit amount and advising that the Railroad Retirement Board will handle the combined payment.

Railroad Unemployment Insurance

The Railroad Unemployment Insurance Act provides benefits to qualified workers who are ill or unemployed. These payments are possible only after other payments have been exhausted (i.e. salary vacation pay, etc).

Qualifications which must be met are based upon:

- Length of service;
- Regency of employment;
- Past earnings;
- Availability for work;
- Incapacity; and
- Work registration or application.

The duration of payments and the total amounts payable are limited. The Railroad Retirement Board initiates eligibility determination and payment authorizations.

There are several requirements for getting unemployment insurance benefits.

You must:

- Register for work at a State employment service office and file a claim for benefits;
- Have worked before on a job covered by the State law. This includes most types of paid employment in industry and government, except certain agricultural and domestic employment;
- Have a certain amount of employment or earnings in covered employment during a specified "base period," generally a year, before you claim;

A Guide to Sources of Unearned Income

Railroad Unemployment Insurance

- Be able to work. In general, unemployment insurance benefits are not payable to workers who are sick or unable to work for any other reason. However, a few States continue to pay the benefits within the legal limits to workers who became ill after they had established their claims.
- Be available for work and must be ready and willing to take a suitable job if one is offered; and

Not have:

- Quit your job voluntarily without good cause; (In some States the law says “without good cause attributable to the employer” or “connected with the work.”)
- Been discharged for misconduct in connection with your work;
- Refused or failed, without good cause, to apply for or accept an offer of suitable work. “Suitable” work is generally decided by the State.

However, under Federal law no worker may be denied benefits for refusing to accept a new job:

- Under substandard labor conditions;
- Where a labor dispute is involved; or
- Where you would be required to join a company union or to resign from or refrain from joining any bona fide labor organization.
- Become unemployed because of a stoppage of work as the result of a labor dispute, in which you are interested or participating, that occurred at the establishment where last employed.

Railroad annuities are subject to Federal income tax in the following way:

- a) The Social Security equivalent portion of tier I benefit (These benefits are taxed the same way as Social Security benefits;
- b) Tier II and the non-Social Security equivalent portion of tier I benefits are taxable in the same way as contributory private and public service pensions; and vested dual benefits and the supplemental annuity are taxable in the same way as non- contributory private and public service pensions.

For future information regarding the Railroad Retirement contact:

Information Service
U.S. Railroad Retirement Board
844 Rush Street
Chicago, Illinois 60611

Payments through the Social Security Administration

The Social Security Administration operates offices on a local level to administer the programs authorized by the Social Security Act.

At the Social Security office a person may:

- Apply for a Social Security Number;
- Check on his/her earnings record;
- Apply for Social Security Benefits;
- Apply for a hospital insurance protection (Medicare –Part A)
- Enroll for medical insurance (Medicare- Part B);
- Obtain information about individual and family rights and obligations under the Social Security Act; and
- Apply for Supplement Security Income (SSI).

The Social Security Administration provides these services free of charge.

Social Security Benefits (SSA)

- Retirement Insurance;
- Survivors Insurance; or
- Disability Insurance.

To receive benefits, a person must file an application and meet certain eligibility requirements. The Treasury Department makes payments on a monthly basis. Mode of payment may be:

- By check to the beneficiary;
- By direct deposit to a financial institution; or
- To a representative payee if the beneficiary is incapable of managing his or her own funds.

The following individuals may be entitled to receive Social Security checks

- Disabled, insured workers under the age of 65
- Retired, insured workers age 62 or over; or
- The spouse of a retired or disabled worker entitled to benefits who:
 - Is age 62 or over; or
 - Has in care a child under 16 (or over 16 and disabled), who is entitled to benefits on the worker's Social Security record.
- The divorced spouse of a retired or disabled worker who is entitled to benefits if the spouse is age 62 or over and was married to the worker for at least 10 years.

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Social Security Benefits (SSA)

- The dependent, unmarried child of retired or disabled worker who is entitled to benefits if the child is:
 - Under age 18; or
 - Age 18 or over with a disability which began before age 22.
 - The surviving spouse (including the surviving divorced spouse) of a deceased, insured worker if the widow (er) is age 60 or over.
 - The disabled, surviving spouse (including surviving divorced spouses in some cases) of a deceased, insured worker if the widow (er) is age 50-59 and becomes disabled within a specified period of time.
 - The surviving spouse (including a surviving divorced spouse) of a deceased, insured worker, regardless of age, if caring for an entitled child (under age 16 or disabled) of the deceased.
 - The dependent parents of a deceased insured worker if age 62 or over.

Disability is defined as:

The inability to engage in any substantial gainful activity because of a medically determinable physical or mental impairment. The impairment must be expected to result in death or must last or be expected to last for a continuous period of not less than 12 months.



NOTE: There is a special blindness provision for a blind worker who has reached age 55.

A disabled worker is entitled to monthly cash benefits beginning with the first month in which the disabled worker meets all of the following conditions:

- Is disabled as previously defined;
- Has filed application for disabled workers benefits;
- Has disability insured status;
- Has completed a 5-month waiting period or is exempt from the requirement; or
- Has not attained age 65.

The waiting period consists of 5 full consecutive calendar months. It begins with the earliest full calendar month (not more than 17 months before the application was filed) throughout which the worker:

- Was disabled; and
- Had disability insured status.
- The worker is not entitled to benefits for any month in the waiting period. However, no waiting period is required when a worker was previously entitled to disabled worker's benefits or to a period of disability, either of which ended within five years before the

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A Guide to Sources of Unearned Income

Lump Sum Death Payments

month he became disabled. The waiting period is not applicable to eligibility for SSI benefits.

Social Security checks paid to retired workers may be adjusted to reflect earnings by the retired worker.

Lump Sum Death Payments

A lump-sum death payment of \$255 is payable upon the death of an insured worker in the following order of priority:

- To the spouse who was living in the same household;
- To the spouse (excluding a divorced spouse) who is eligible for widow(er's) benefits for the month of death; or
- To the children who are eligible for benefits on the worker's record for the month of death.

Applications for lump-sum death benefits must be filed by the beneficiary within a two-year period unless the beneficiary is the widow(er) of the deceased worker, and was entitled to spouse's benefits before the month in which the worker died.

Medicare

"Hospital Insurance Protection" means that insured persons may have benefits paid for certain hospital, physician, and related care services, (including surgery), home health services, and some items and services not covered under Part A, hospital insurance protection.

The medical insurance protection is financed through premiums paid by each person who enrolls (or by the state where the person is enrolled under a Federal/State agreement) and through contributions appropriated from federal general revenues.

Persons eligible for Medicare are listed below:

- Age 65 or over, and;
 - Eligible for monthly Social Security benefits on the basis of covered work under the Social Security Act; or
 - Not eligible for monthly Social Security or railroad retirements benefits, but meet the requirements of a special transitional provision; or
 - Not eligible for monthly Social Security benefits or Railroad Retirement benefits, but voluntarily enroll and pay a monthly premium; or
 - Would be eligible for monthly Social Security benefits if their Federal employment had been covered under the Social Security Act; or
 - Qualified Railroad Retirement beneficiaries.

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Supplemental Security Income (SSI)

- Under age 65, and;
 - Entitled to or deemed entitled to Social Security benefits for 24 months;
 - Would have been entitled to Social Security benefits for 24 months due to a disability if their Federal employment had been covered under the Social Security Act; or
 - Entitled to Railroad Retirement benefits because of disability under certain circumstances.
 - Any age and have an end-stage renal disease, which requires a kidney transplant or a regular course of dialysis and meets the special insured status requirements.

A health insurance identification card is issued to each person entitled to hospital insurance protection. This is known as Part A coverage. No premium is paid for Part A coverage.

A person is generally eligible to enroll in the medical insurance plan if he or she is:

- Entitled to premium-free hospital insurance protection; or
- Age 65 or older, a resident of the U.S., and either:
 - A citizen of the U.S.; or
 - An alien lawfully admitted for permanent residence that has resided in the U.S. continuously during the 5 years immediately prior to the month in which he applied for enrollment.

Supplemental Security Income (SSI)

SSI is a cash assistance program available to the general public and administered by the Social Security Administration. U.S. citizens or legally admitted aliens residing in this country who qualify as aged (65 or older), blind, or disabled and who meet income and resource criteria may receive SSI.

Supplemental Security Income (SSI) is a program financed through general tax revenues. SSI disability benefits are payable to adults or children who are disabled, meet the income, resource and living arrangement requirements, and are otherwise eligible. The monthly payment is standardized in all States, but not everyone gets the same amount because it may be supplemented by the State or decreased by other income and resources.

To be eligible for SSI an individual may not have monthly countable income more than the Federal Benefit Rate (FBR). The FBR is established for eligible individuals and eligible couples. The FBR is reduced by one-third when an individual or couple resides in the household of another. This reduction is applicable only if support and maintenance in the form of both food

A Guide to Sources of Unearned Income

Retroactive Benefits

and shelter are provided. The reduction applies only for the months in which the living arrangement exists.

The FBR is also reduced if a beneficiary receives food, clothing, or shelter from others. The reduction, which depends on the value of the support received, generally does not exceed one-third of the FBR.

Countable resources may not exceed:

- \$1,500 for an individual, or
- \$2,250 for a couple.
- Individuals may be disqualified for receiving SSI due to:
 - Residence in a public institution if not receiving Medicaid;
 - Failure to accept treatment for drug addiction or alcoholism;
 - Absence from the U.S.;
 - Refusal to accept vocational rehabilitation services; or
 - Failure to apply for other benefits, pensions, etc., for which the individual is potentially eligible.

Individuals may qualify for both SSI benefits and Social Security benefits if they meet the requirements of each. Individuals who became entitled to a minimum Social Security benefit prior to 1982 continue to receive that benefit. Those who became entitled to a Social Security benefit after 1981 receive an amount based on their earnings in covered employment or self-employment. The amount of an SSI benefit is reduced if other income (including Social Security benefits) is received.

The eligibility of each SSI recipient is re-determined periodically to insure that eligibility continues and that payments are in the proper amount.

Retroactive Benefits

A person may be retroactively entitled to monthly SSA or SSI benefits before the month in which the application was filed. Retirement and survivor claims may be paid retroactively for up to 6 months and disability benefits may be paid retroactively for up to 12 months. Entitlement begins with the first month in which all the requirements were met during the designated period.

In some cases, a person may receive retroactive benefits even if he is no longer eligible when the application is filed. In these situations, benefits begin 6 months (or 12 months in certain cases involving disability) prior to the month when the application was filed and end with the month prior to the month eligibility ends.

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Unemployment Insurance

When a person requests benefits in a written statement but dies before filing the application, benefits may be payable for certain months to a survivor whose eligibility depended upon the claimant's entitlement to benefits.

Unemployment Insurance

The unemployment insurance program provides partial income replacement for a limited period to persons who become unemployed. It is a State-administered program with Federal participation.

ESD (Unemployment Security Department)

ESD is responsible for handling the claims of unemployed workers, deciding in each case whether the claimant is entitled to unemployment benefits, and issuing checks to eligible unemployed workers.

The general requirements for receiving unemployment insurance (UI) benefits are listed below.

- The worker must register for work and file a claim at the local ESD office.
- The worker must have previously worked on a job covered by the State law. This includes most types of paid employment in industry and government. Certain agriculture and domestic employment is not covered.
- The worker must have a prescribed amount of earnings during a specified "base period", generally a year prior to the time a claim is submitted.
- The worker must be able to work. Unemployment Insurance benefits are not payable to workers who are sick or unable to work for any other reason.
- The worker must be available for work and must be ready and willing to take a suitable job if one is offered.

The worker must not have:

- a) Quit his job voluntarily without good cause; been discharged for misconduct in connection with the work;
- b) Refused or failed without good cause, to apply for or to accept an offer of suitable work;
or
- c) Become unemployed because of a work stoppage at the last place of employment due to a labor dispute in which he is interested or participating.

The amount of the weekly UI payment varies according to the benefit formula. Minimum limits and maximum benefits are stipulated. Benefits are payable for partial unemployment.

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A Guide to Sources of Unearned Income

ESD (Unemployment Security Department)

Unemployment benefits can be paid for a maximum of 26 weeks. Additional benefits may be paid for a limited period to workers who have exhausted their regular unemployment benefits during a period of high unemployment.

How To File a UI Claim

A claim for Unemployment Insurance may be filed in person at any Employment Security Department Office or on forms for filing claims by mail, which have been placed in most public buildings.

Eligibility for Benefits

Claims must be filed with a State Employment Security Department office. Certain conditions must be met during each week for which benefits are payable.

To be eligible, you *must* be:

- Unemployed,
- Physically and mentally able to perform suitable work,
- Available for suitable work,
- Making a reasonable effort to find work,
- Free of participation or direct interest in a labor dispute, and
- Free of disqualification

In addition to the above, a waiting period of one (1) week must be served before benefits are payable to you. A week to be used as a valid waiting period must be a valid week of unemployment. A valid week of unemployment must be a week you have claimed subsequent to filing your Initial Claim, in which you did not have any earnings or had earnings of less than 140% of your Weekly Benefit Amount, met all Eligibility Requirements, and week for which you are not disqualified.

ABLE TO WORK means being physically and mentally able to perform work similar to work you performed in the past or other work for which you are fitted by experience and training to perform and have a reasonable expectancy of obtaining.

AVAILABILITY FOR WORK means being ready to accept work at once, and there are not circumstances, personal or otherwise, which would prevent you from accepting suitable work.

REASONABLE EFFORT TO FIND WORK means making personal efforts to secure suitable work by contacting persons with hiring authority, union local, etc., or doing those things reasonable for you to do in regard to your occupation which would result in your finding employment as soon as possible.

After a reasonable period of time, you must expand your efforts and seek work in related fields, which utilize a lesser skill.

Veteran's Benefits

Veterans of service in the U.S. Armed Forces who were discharged under conditions other than dishonorable, are provided more than 40 different benefits and services by the Federal government. Benefits are also paid to a veteran's survivor and, in some circumstances, to the families of living veterans.

Some of the benefits administered by the Veterans' Administration are listed below.

1. Compensation for service-connected disability.
2. Pension for non-service-connected disabilities for veterans of World Wars, the Korean conflict, and the Vietnam era. (There is no special service pension for Spanish-American War veterans.)
3. Compensation to survivors of service members who died in service or from a service-connected cause.
4. Pensions for survivors of veterans who served during the Spanish-American War, the World Wars, the Korean conflict or the Vietnam era and died from a non- service-connected cause.
5. U.S. government and National Service Life Insurance including protection against disability, Veterans Special Life Insurance. Under commercial programs supervised by the Veteran's Administration, Serviceman's Group Life Insurance and Veterans Mortgage Life Insurance is available.
6. Payment toward the veteran's burial expenses, plus an American flag to drape the casket.
7. Medical service, such as hospitalization, nursing home care, examinations, outpatient medical and dental treatment, and prosthetic devices.
8. Domiciliary care.
9. Home, farm and business loans.

An individual's financial status may impose limitations on available services and benefits when the basis of eligibility is not a service-connected disability.

Special payments are made by the Veteran's Administration to a widow, widower, divorced wife, parent, or child of a deceased veteran if all of the following conditions are met.

The veteran died after 1956:

1. While in the service; or
2. As a result of service performed after September 15, 1940; and
3. The veteran was not insured under the Social Security Act; or
4. The survivors are entitled to monthly Social Security benefits if the veteran had been insured under the Social Security Act; and the survivor is not disqualified from receiving

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Worker's Compensation

Social Security benefits because the Railroad Retirement Board has jurisdiction of the survivor's claim.

The term “*service*” means active duty, active duty for training or inactive duty training.

Worker's Compensation

Worker's compensation laws ensure medical care and cash benefits to a worker injured in connection with a job or cash benefits to dependents if the worker is killed.

All employers with three or more employees must carry worker's compensation insurance with the following exceptions:

- Agricultural farm laborers; and
- Employees of totally charitable, non-profit organizations.
- It is against the law for the employee to pay any portion of the Worker's Compensation Insurance premium.
- The employee must be off work more than 7 seven days as a result of a job related injury to be eligible for weekly benefits. Weekly benefits are paid at 66-2/3 percent of the employee's average weekly wage with a maximum of \$175.00 per week.
- Weekly benefits will continue until the employee is completely healed. If the disability is permanent, compensation will be paid according to the degree of disability.

Worker's Compensation will also pay all reasonable and necessary medical costs related to the injury. Death benefits to a widow are usually provided throughout her lifetime unless she remarries and may also be provided to surviving children until they reach a given age.

SNAP CERTIFICATION MANUAL – APPENDIX O

Office of Child Support Enforcement

Introduction

Log-On Process

Office of Child Support Enforcement

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Introduction

Child support received through the Office of Child Support Enforcement (OCSE) will be verified through the DCO-OCSE Inquiry Interface on ANSWER. (This interface may also be accessed through DHS Share.) Authorized DCO staff may utilize this interface to inquire OCSE child support collections and distributions where necessary to determine eligibility for DCO programs. Instructions for using this inquiry interface are provided in this Appendix.

Log-On Process

The DCO-OCSE Inquiry Interface may be accessed through ANSWER or through DHS Share.

Log-on instructions are provided at the interface link.

SNAP CERTIFICATION MANUAL – APPENDIX O

Office of Child Support Enforcement

Field Definitions

Fields under DHS Case Summary

Field Definitions

Terms are defined in order of appearance on the child support screen.

Fields under DHS Case Summary

SSN – This is the DHS client’s social security number.

View All – When the screen is accessed, “View All” is visible. Click on “View All” to open all the tabs. Also, click on “View All” to print all of the available information.

Case ID – This is the OCSE case number. After the SSN has been submitted, the “Case ID” number is available.

Status – This is case status – open or closed. A code “O” appears if the case is open. A code “C” appears if the case is closed.

CP – This is the name of the custodial parent; the person who has custody of the dependent child.

NCP – This is the name of the non-custodial parent; the parent who does not have custody of the child.

Dependents – This is a list of the names of all the children the custodial parent and the non-custodial parent have in common.

Fields under Case Details

Case ID – This is the OCSE case number. It appears after the SSN of the DHS client has been submitted.

Interstate Ind – This code indicates whether or not more than one state is involved in child support collection activities. If the word “Interstate” appears, child support collection activities are handled by Arkansas and at least one other state. If all child support collection activities are handled within Arkansas, the words “Not an Interstate Case” appear.

Recovery Ind – This code indicates when child support arrearages are owed to the custodial parent or the state. The following codes indicate recovery status:

- “N” No recovery support is owed.
- “Y” Recovery support is owed.
- “A” Arrearages owed to the State
- “T” Arrearages owed to TANF (TEA)
- “B” Arrearages owed to both the State and the custodial parent

SNAP CERTIFICATION MANUAL – APPENDIX O

Office of Child Support Enforcement

Field Definitions

Information Provided about the Non-Custodial Parent (NCP)

Status – This is case status – open or closed. A code “O” appears if the case is open. A code “C” appears if the case is closed.

Case Type – The case types are Non-TANF (TEA), TANF (TEA), and Medicaid.

Est Type – There are three establishment types:

- “P” Establish Paternity
- “S” Set Support Amount
- “O” Court Order established

Assigned County – This is the county to which the child support case is assigned.

Worker ID – This is the worker number of the child support worker assigned to the case.

Information Provided about the Non-Custodial Parent (NCP)

Name – This is the name of the NCP, usually the father.

Member ID – This is the number assigned to the NCP by OCSE.

Primary SSN – If an SSN is listed here, this SSN has been verified as belonging to the NCP.

Secondary SSN – If an SSN is listed here, the NCP’s SSN has NOT been verified.

DOB – This is the NCP’s date of birth.

Gender – This indicates the sex of the NCP.

Home Phone – This is the NCP’s home phone number.

Relation to Child – This indicates the relationship of the NCP to the child.

Work Phone – This is the NCP’s work phone number.

MSG Phone – This is a phone number where a message may be left for the NCP.

Mailing Address – This is the NCP’s mailing address.

Residential Address – This is the NCP’s home address.

Primary Employer – This is the name and address of the NCP’s main employer.

Secondary Employer – This is the name and address of any other employers.

SNAP CERTIFICATION MANUAL – APPENDIX O

Office of Child Support Enforcement

Field Definitions

Information Provided about the Custodial Parent (CP)

Information Provided about the Custodial Parent (CP)

Name – The name of the CP, usually the mother.

Member ID – The number assigned to the CP by OCSE.

Primary SSN – If an SSN is listed here, this SSN has been verified as belonging to the CP.

Secondary SSN – If an SSN is listed here, the CP's SSN has NOT been verified.

DOB – This is the CP's date of birth.

Gender – This indicates the sex of the CP.

Home Phone – This is the CP's home phone number.

Relation to Child – This indicates the relationship of the CP to the child.

Work Phone – This is the CP's work phone number.

MSG Phone – This is a phone number where a message may be left for the CP.

Mailing Address – This is the CP's mailing address.

Residential Address – This is the CP's home address.

Information Provided about the DEPENDENT Child

Name – This is the child's name.

Member ID – This is the number assigned to the child by OCSE.

Primary SSN – If an SSN is listed here, this SSN has been verified as belonging to the CP.

Secondary SSN – If an SSN is listed here, the CP's SSN has NOT been verified.

DOB – This is the child's date of birth.

Information Provided about the Support Order

Order ID – This is the support order ID number.

Docket ID – This is the court docket ID number.

Court City – This is the city where the support order was filed.

Order Type – This indicates the type of support order such as court order or agreed order.

SNAP CERTIFICATION MANUAL – APPENDIX O

Office of Child Support Enforcement

Field Definitions

Obligation Details

Order Issued Date – This is the date the court order was issued.

Effective Date – This is the date the court order became effective.

End Date – This indicates the end date on the court order. NOTE: The system assigned date for future end dates is 2099.

W/A Ind – This is the wage assignment indicator.

No W/A Reason – This indicates that the client is not eligible for wage assignment.

Exception Date – If there is not a wage assignment reason, then there has to be an exception reason and a date.

Installment Amt – This means that a driver's license has been suspended and the NCP has made an agreement to pay child support so he or she may keep their license.

Frequency – This indicates the frequency of the child support payment.

Order Medical – This indicates that the NCP has been ordered to pay the child's medical expenses.

Obligation Details

Member ID – This is the child's member ID number.

Debt Type – CS: Child support – the debt being paid.

Obligation Amount – The amount that the NCP is obligated to pay. (Small amounts indicate that arrearages are being paid.)

Effective Date – This is the date that the court order to pay support became effective.

Frequency – This indicates the frequency of the child support payment.

SNAP CERTIFICATION MANUAL – APPENDIX O

Office of Child Support Enforcement

Field Definitions

RCTD – Information about Receipt of Child Support from the NCP

RCTD – Information about Receipt of Child Support from the NCP



NOTE: Everything listed in this section applies only to the non-custodial parent (NCP).

Receipt No. – The date and the receipt number of the payment made by the NCP. The date listed in this column is the date the payment was disbursed.

Source – This is the source of the payment. Due to IRS confidentiality rules, OCSE is no longer allowed to divulge information that could identify IRS refunds. Therefore, all information has been removed from the “Source” field. Neither will the local OCSE office verify for DHS case managers that the source of a payment is an IRS refund. However, they will provide this information to the individual who received the payment.

Type – This is the way that money is sent from an employer to OCSE: check, electronic fund transfer (EFT), cash, etc.

Collect Date – This is the date the payment was collected.

Case ID – This is the OCSE case identification number.

Amount – This is the amount that was collected.

Status – This is the status of the payment:

- ID** The payment has been identified and will be posted.
- Research** The payment has been placed on hold for some reason. When the check has been released from hold, the receipt number in the “Receipt No.” column of the check released will match the receipt number of the check that was placed on hold.

SNAP CERTIFICATION MANUAL – APPENDIX O

Office of Child Support Enforcement

Field Definitions

CHKV – Information about Payment of Child Support to the CP

CHKV – Information about Payment of Child Support to the CP



NOTE: Everything listed in this section applies to the custodial parent (CP) only.

Check No. – The check number of the check issued to the CP.

Disburse Date – The date that the check was mailed to the CP.

Amount – The amount of the check mailed to the CP.

Offset Amount – The Offset Amt column will show the amounts that were deducted from the child support check. See Offset Type.

Offset Type – The Offset Type explains why the amount listed under “Offset Amt” was deducted from the child support check. There are three offset types:

1. **Cost** – This is the amount charged to the household for collection activities. DO ADD this amount back to the child support check amount when determining the gross child support amount for SNAP purposes.
2. **Overpayment** – This amount was deducted by OCSE as the result of a prior overpayment to the CP. DO NOT ADD this amount back to the child support check amount when determining the gross child support amount for SNAP purposes.



NOTE: If both COSTS and OVERPAYMENTS were deducted, then this column will only show the COSTS. So, if COSTS appear to be higher than normal, the county office should clarify the situation with OCSE.

3. **Advanced** – The CP was issued a check in advance. When the money from the NCP comes in, OCSE will recoup this amount in full.

Status – This is the status of the check that was issued to the CP.

Issued: A check was issued to the CP.

Cleared: The check has been cashed; it has cleared the bank.

Stale Dated: The check was not cashed within 90 days.

SNAP CERTIFICATION MANUAL – APPENDIX O

Office of Child Support Enforcement

Field Definitions

CHKV – Information about Payment of Child Support to the CP

Explanation of Screen Example:

1. The first line in the RCTD portion of the screen shows that child support was collected from the absent parent on 04/08/02 in the amount of \$568.
2. The first eight digits in the “Receipt No.” column indicate the date the money was disbursed to the client (custodial parent). This date should match up with the “Disburse Date” in the CHKV portion of the screen. In the first line of the CHKV portion of the screen, the “Disburse Date is the date the check was issued to the client.
3. The next column, “Amount”, shows the net amount of the check that was issued.
4. The “Offset Amt” column shows amounts that were deducted for “COSTS” and/or “OVERPAYMENTS”.
5. The “Offset Type” identifies the “Offset Costs”. If both COSTS and OVERPAYMENTS were deducted, then this column will only show the COSTS.

Since this income is received on a monthly basis, \$568 would be counted in the SNAP budget.

SNAP CERTIFICATION MANUAL – APPENDIX Q

SSA Quarters of Coverage History System

Introduction

SSA Quarters of Coverage History System

06/01/98

Introduction

On August 22, 1996, Public Law 104-193, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 was enacted. Under this law, only certain categories of aliens are eligible for Supplemental Security Income (SSI) and SNAP benefits.

One of the categories of eligible aliens includes aliens who have been lawfully admitted to the United States for permanent residence under the Immigration and Nationality Act (i.e., qualified aliens) and who have worked or who can be credited with 40 qualifying quarters of work under Social Security Administration guidelines.

The Social Security Administration, which is the primary source of information on qualifying quarters of work, has developed an automated system to provide an array by year beginning with 1937 of all quarters of coverage derived from work covered by the Social Security Act and all Federal, State, or local Medicare only wages beginning with 1983. Information about the months in which a title XVI (SSI) payment was received will also be provided. This is important because after December 31, 1996, a qualifying quarter will not be credited if the alien received a Federal means-tested public benefit in that quarter.

This guide is not intended to replace the citizenship policy at [SNAP 1621 - 1621.7.4](#). It is intended to provide instructions for verification of using the SSA Quarters of Coverage History System.

SNAP CERTIFICATION MANUAL – APPENDIX Q

SSA Quarters of Coverage History System

Glossary

Glossary

The following terms will be used throughout these guidelines:

Applicant - The person who is applying for benefits.

Covered Earnings - Wages or self-employment income which require payment of FICA/SECA (Social Security) taxes.

LAG Quarters - Up to seven quarters of coverage earned in the current year and the year preceding the current year may not appear on the QCHS when the employer report or self-employment tax return has yet to be processed by SSA.

Non-covered Earnings - Wages or self-employment which do not require payment of FICA/SECA (Social Security) taxes.

Number Holder - An individual who has a social security number assigned to him or her.

QCHS - The Quarters of Coverage History System will provide verification of all covered earnings or non-covered earnings assigned to a calendar quarter.

Quarter - A period of three calendar months ending March 31, June 30, September 30 and December 31.

Quarter of Coverage - Credit for covered earnings assigned to a calendar quarter. Quarters of coverage are earned by working at a job or as a self-employed individual. A maximum of four quarters can be earned each year.

QQ History - A display of qualifying quarters by quarter and year.

SNAP CERTIFICATION MANUAL – APPENDIX Q

SSA Quarters of Coverage History System

Accessing the System

Accessing the System

There is no charge for information provided through QCHS.

The Social Security Administration (SSA) will be the primary source of verification for quarters of coverage information.

The following procedures will be used to determine if the alien has been in the U.S. long enough to have 40 qualifying quarters of work under Title II of the Social Security Act:

- Determine how many years of possible SSA coverage this alien has. (Years alien lived in the U.S. or otherwise paid social security taxes + years spouse lived in the U.S. + years alien's parents lived in the U.S. before alien's 18th birthday = years of possible coverage.) Include any work outside the U.S. if alien paid U.S. social security taxes on the wages. Do not include quarters of work earned by the alien's minor child or children.
- If the total is less than 10 years, STOP. It is not necessary to verify quarters of coverage through the WQRY screen. The alien is not eligible to participate in the Supplemental Nutrition Assistance Program. See SNAP 1621.6.
- If the total is 10 years or more, obtain the alien's written consent to access SSA's records for information about the alien's qualifying quarters of work.

Obtaining The Alien's Consent To Access SSA Records

Each alien must provide the full name, social security number, date of birth and sex of each individual whose earnings will be used to establish the alien's qualifying quarters.

A [Consent for Release of Information](#) (SSA-3288) must be completed for each alien claiming eligibility based on 40 qualifying quarters of work. The alien must sign the consent. An SSA-3288 must also be completed for any spouse or parent whose earnings will be used to establish the alien's qualifying quarters of work. Unless the spouse or parent is deceased, he or she must sign the consent allowing SSA to access his or her earnings record.

Consent forms must meet the following conditions:

- The consent form must indicate that information about the alien, parent or spouse can be released to your agency, and in the case that the individual is the parent or spouse of an alien, to the applicant.
- The consent form must authorize release of the individual's social security number, identifying information, information about benefit payments and (under other) quarters of coverage history.

SNAP CERTIFICATION MANUAL – APPENDIX Q

SSA Quarters of Coverage History System

Accessing the System

- The alien must sign and date the form. If the individual is the parent or spouse of an alien, the individual must state their relationship to the alien and sign and date the form.

A copy of the [Consent for Release of Information](#) (SSA-3288) and the instructions appear in the FORMS Section of this appendix. Also provided is an example of a properly completed consent form. You may duplicate the form as you need to use it.

If someone refuses to sign the consent form, you must request information about this person's qualifying quarters of work via a [Request for Quarters of Coverage](#) (SSA-513). A form SSA-513 and instructions for its completion are located in the FORMS section of this appendix. You may duplicate the SSA-513 and use it when needed.

YOU MUST RETAIN THE CONSENT FORM IN YOUR CASE RECORD. SSA WILL REQUEST TO SEE THESE FORMS IF A QUESTION IS RAISED OR IF THERE IS A REVIEW OF THE QCHS DATA PROVIDED.

ONCE THERE IS A PROPERLY COMPLETED CONSENT FORM IN THE CASE RECORD, SSA QCHS DATA MAY BE ACCESSED THROUGH THE SSA QUERY SCREEN (WQRY).

Go to the next page for instructions on accessing and reading the WQRY screen.

SSA will code the quarter fields with the following types of earnings/entries:

A	Agricultural
C	Wage
D	Military
G	Gift
J	Japanese Internment
M	Military
R	Railroad
S	Self-employment
X	Wage
*	S, M, A, or G was substituted for a questionable QC
F	Federal, State, or Local Wage QC
N	Quarter with no earnings, a non-QC
#	Questionable QC that can occur 1952 through 1977
Z	Questionable QC that can occur 1952 through present

SNAP CERTIFICATION MANUAL – APPENDIX Q

SSA Quarters of Coverage History System

Resolving Discrepancies

The minimum number QCs 1937-1950 field and maximum number QCs field provide information on qualifying quarters of work for individuals whose earnings records do not contain specific breakouts for quarters of coverage from 1937-1950. For these individuals, SSA will do calculations and provide a range of possible quarters of coverage. The minimum number QCs field will contain the result of dividing total earnings 1937-1950 by \$400, and the maximum number QCs field will contain the result of dividing total earnings 1937-1950 by \$50. There should not be entries in the Qualifying Quarters Pattern for 1937-1950 if there are entries in the minimum and maximum number QCs fields.

Resolving Discrepancies

Whenever an applicant, or another individual whose qualifying quarters of work are being credited to the applicant, does not agree with the QQ pattern provided on the WQRY screen, it will be necessary to resolve the discrepancy.

Current earnings will not usually appear on the WQRY until mid to late summer of the year following the year of earnings. Earnings for this period are called LAG earnings. The LAG period always covers the current year. It also covers the year just before the current year for the period September through December.

If the disputed earnings do not fall within the LAG period, SSA is responsible for investigating the discrepancy and correcting the record.

Determining Lag Earnings

You may accept a current employer prepared wage statement as proof of earnings. If the quarters in question are not in current year but were earned in the year before the current year, you may accept a W-2 (*Wage and Tax Statement*), W-2c (*Statement of Corrected Income and Tax Amount*), or an IRS copy of the individual's tax return as proof of earnings.

The total number of qualifying quarters of work each year (up to 4) will be obtained by dividing the individual's total earnings by the increment amount for the year. See the chart below for this information.

Year	Amount	Year	Amount	Year	Amount
1996	\$640	1999	\$740	2002	\$870
1997	\$670	2000	\$780		
1998	\$700	2001	\$830		

(Chart revised 01-01-02)

SNAP CERTIFICATION MANUAL – APPENDIX Q

SSA Quarters of Coverage History System

Resolving Discrepancies

Problems with the Social Security Number (SSN)

If the alien indicates that he or she used more than one SSN or allowed others to use his or her SSN, then he or she will need to contact the local Social Security Office to resolve the issue or call 1-800-772-1213 to set up an appointment. Provide the individual with a copy of the WQRY screen and tell him or her to take the copy when he or she goes for the appointment. The alien may participate in the Supplemental Nutrition Assistance Program, if otherwise eligible, for up to six months while awaiting information from SSA.

Inadequate Information on File

Sometimes there is not enough information on the SSA record to determine whether there is a potential qualifying quarter of work. If so, you will see the following codes:

- Questionable QC that can occur 1952 through 1977.

Z - Questionable QC that can occur 1952 through present.

If you see these codes in a quarter and the applicant does not meet the 40 qualifying quarters requirement without them, SSA will investigate the earnings and either confirm or deny the quarter. Refer the case to SSA Office of Central Records Operations via a [Request to Resolve Questionable Quarters of Coverage](#) (SSA-512). A form SSA-512 may be found in the FORMS section of this appendix. You may duplicate this SSA-512 and use it when needed. The SSA-512 must contain the following information:

- Name
- Social Security Number
- Date of Birth
- Year or Years in Question
- Return Address
- Copy of the WQRY screen

A separate form SSA-512 is required for each SSN to be investigated.

Mail the request and the copy of the WQRY screen to:

SSA, OCRO
P.O. Box 33015
Baltimore, Maryland 21290-3015

Allow 45 days for processing. If, after 45 days, you need to follow up on the status of the request, you should once again access the WQRY screen. If the entry has been updated, the # or Z will be overlaid with a code N or C. If the QQ pattern has not been updated after 60 days, call

SNAP CERTIFICATION MANUAL – APPENDIX Q

SSA Quarters of Coverage History System

Resolving Discrepancies

410-966-8856 OR 410-909-5603 (pager). The alien may participate in the SNAP, if otherwise eligible, for up to six months while awaiting information from SSA.

Applicant Does Not Agree with Information Provided by SSA

If the applicant indicates his or her record is missing quarters or the code Z on WQRY is 1978 or later, the applicant must complete a *Request for Correction of Earnings* (SSA-7008). A copy of the SSA-7008 may be found in the FORMS section of this appendix. You may duplicate this form and provide it to the applicant. If the applicant needs assistance completing the form, such assistance should be provided. The SSA-7008 must be accompanied by proof of earnings for the period in question. Acceptable proof of earnings include, but is not limited to W-2 forms, check stubs, tax returns, and statements from the employer. Write “Welfare Reform” on top of the SSA-7008.



NOTE: If the discrepancy lies in the records of an alien’s parent or spouse, the parent or spouse must complete the SSA-7008 and provide proof of earnings.

If the applicant has no documentation, he or she should contact the local Social Security Office or call 1-800-772-1213 to arrange an appointment.

All SSA-7008s along with the documentation should be mailed to:

SSA, OCRO
P.O. Box 33016
Baltimore, Maryland 21290-3016

Allow 45 days for processing. After 45 days, you may follow up on the status of the request by accessing the WQRY screen. The alien may participate in the Supplemental Nutrition Assistance Program, if otherwise eligible, for up to six months while awaiting information from SSA.

There is Non-Covered Employment

SSA’s requirements for developing covered earnings are based on insured status rules and Title II entitlement. Therefore, occasionally, SSA will not be able to verify and credit covered wages and self-employment. In these instances, you may use the following guidelines to determine if an applicant has enough qualifying quarters of work.

- Step 1.** Review the WQRY screen with the applicant to determine whether qualifying quarters of work (QQs) are missing from the record. If QQs are not missing from the response, make your determination based on the information already obtained. If QQs appear to be missing from the screen, go to Step 2.

SNAP CERTIFICATION MANUAL – APPENDIX Q

SSA Quarters of Coverage History System

Resolving Discrepancies

Step 2. Interview the applicant to determine if the alleged earnings are covered or non-covered. You should ask:

- Name and address of employer
- Dates of employment
- Amount of earnings
- Type of business or self-employment
- Rate of pay
- Work performed

Step 3. Based on the information gained in the interview, determine if the employment is covered. Generally speaking, about 97% of all employment is now covered under the Social Security Act. This includes all wages on which there is FICA withheld. The following charts provide general guidelines for certain types of employment on which an FICA may not be withheld.

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SSA Quarters of Coverage History System

Chart1: Covered Employment – Non-Typical Wages

Chart1: Covered Employment – Non-Typical Wages

Type of Employment	Year Coverage Began	Type of Employment	Year Coverage Began
Agricultural farm labor including domestics	1937	State and local elected official under a state or local retirement system	1955
Domestic service over \$50 a calendar quarter through 1994	1951	State and local government , compulsory for non-members of employee’s retirement system	7/2/1991
Domestic service over \$1000 per year	1995	Nonprofit organizations, elective	1951
Federal government civilians not under civil service	1951	Nonprofit organizations, compulsory	1984
Federal government - uniformed services	1957	Railroads - service less than 10 years covered by transfer of credits	1951
Homeworkers (\$50 per quarter, state license)	1951	Tips - Cash tips of \$20 or more in a month from one employer	1966
Homeworkers (\$50 per quarter, no license needed)	1955	Vow of poverty members of religious orders if order elects to cover lay employees and members of the order	1972
State and local elected official not under a state or local retirement system	1951		

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SSA Quarters of Coverage History System

Chart 2 – Covered Self-Employment

Chart 2 – Covered Self-Employment

Type of Self-Employment	Year Coverage Began
Farmers	1955
Materially participating (contributing) farmers	1956
Professional groups excluding lawyers, dentists, doctors, and other medical groups	1955
Ministers - elective	1955
Ministers - compulsory	1968
Lawyers, dentists and other medical groups excluding doctors of medicine	1965
Doctors of medicine	1965
American citizens employed in the US by foreign governments	1961
Direct Sellers (house to house salespersons)	1983
Real estate agents	1983
Newspaper and shopping news distributors	1994

SNAP CERTIFICATION MANUAL – APPENDIX Q

SSA Quarters of Coverage History System

Chart 3 – Employment Outside the United States

Chart 3 – Employment Outside the United States

Employment outside the United States became covered according to the following schedule:

Country of Employment	Year Coverage Began
Puerto Rico	1951
Virgin Islands	1951
On American Ships and Aircraft	1951
Guam	1961
American Samoa	1961

If you determine that the missing QQs appear to be from covered employment, SSA must resolve the discrepancy as instructed above in the section entitled, "[Applicant Does Not Agree with Information Provided by SSA.](#)"

If you determine that the earnings are from uncovered employment, you must obtain satisfactory evidence that the earnings exist before you can use the earnings to credit QQs. The following list provides examples of evidence you may use to establish earnings from sources other than self-employment. This list is not all inclusive. You may accept other evidence if it appears to be legitimate and accurate.

- Form W-2 (*Wage and Tax Statement*)
- Form W-2c (*Statement of Corrected Income and Tax Amount*)
- Employer prepared statements
- Statements of earnings signed by the custodian of the employer's records
- IRS copy of the employee's tax return
- Individual's copy of a Federal or State tax return
- Pay envelopes, vouchers and similar unsigned employer earnings statements to the employee or to a State or Federal agency
- Union records
- Records of state unemployment insurance agencies (e.g., ESD)
- An individual's personal records

To establish QQs based on self-employment income, you may accept timely filed tax returns for the self-employed person. Be sure that the proof of filing, canceled check, money order or copy of Schedule C bearing the IRS time stamp indicates that the return was filed within 3 years, 3 months and 15 days after the year in which the self-employment income was derived. If a tax return is not available, you may accept other evidence to establish that the business did exist

SNAP CERTIFICATION MANUAL – APPENDIX Q

SSA Quarters of Coverage History System

Chart 4 – Qualifying Quarters

and that a profit was earned. Comparison of bills, vouchers and receipts are examples of evidence you might use to make this determination.

Chart 4 – Qualifying Quarters

After you are satisfied that the non-covered earnings exist, you may use the following chart to determine the number of QQs that can be credited.

Year	Amount	Year	Amount	Year	Amount	Year	Amount
1978	\$250	1986	\$440	1994	\$620	2002	\$870
1979	\$260	1987	\$460	1995	\$630		
1980	\$290	1988	\$470	1996	\$640		
1981	\$310	1989	\$500	1997	\$670		
1982	\$340	1990	\$520	1998	\$700		
1983	\$370	1991	\$540	1999	\$740		
1984	\$390	1992	\$570	2000	\$780		
1985	\$410	1993	\$590	2001	\$830		

The dollar amount on the chart indicates the amount needed to credit one qualifying quarter. You can combine covered and uncovered earnings to determine the total earnings for a year. You may use current year's earnings; however, you may not use the current quarter's earnings.

If you need to determine QQs based on quarters before 1978:

- A credit was earned for each calendar quarter in which an individual was paid \$50 or more in wages (including agricultural wages for 1951-1954).
- Four credits were earned for each taxable year in which an individual's net earnings from self-employment were \$400 or more.
- A credit was earned for each \$100 (limit to a total of four) for agricultural wages paid during the year for the years 1955-1977.

Normal Processing standards will apply if the alien must provide additional information to establish QQs. If the alien does not provide required verification by the end of the processing period, he or she will be treated as an ineligible alien until the information is provided. See [SNAP 1621.6](#) for additional information.

Voter Registration Appendix

The National Voter Registration Act of 1993 (P. L. 103-31) requires each state's public assistance agency to provide the customer the opportunity to complete a Voter Registration Application at any time a request for assistance is made. This requirement became effective January 1, 1996.

Voter registration is not a part of program eligibility requirements. Therefore, an application for assistance will not be denied nor will a case be closed due to failure to complete any forms in relation to voter registration. No forms or other documents related to voter registration except for the DHS-131 and Voter Registration Change of Status will be filed in the customer's case record.

DCO Employees will not:

1. Seek to influence a customer's political preference or party registration;
2. Display any such political preference or party allegiance;
3. Make any statement to a customer or take any action, the purpose or effect of which is to discourage the customer from registering to vote; or
4. Make any statement to a customer or take any action, the purpose or effect of which is, to lead the customer to believe that a decision to register or not to register has any bearing on the availability of services or benefits.

Explanation & Offer

Each customer must be offered an opportunity to apply to register to vote when visiting the county office for purposes of applying for assistance, recertification/reevaluation, or for reporting changes of name or address. If a customer is applying for more than one service and is interviewed by two or more Program Eligibility Specialists on the same day, the offer has to be made at least once. The County Office will put into place a procedure that will ensure that the offer has been made.

Subsequent visits to the County Office for the purpose of completing the application/recertification process (e.g., customer returns the next day to furnish check stubs) will be considered part of the same application. Therefore, it is not necessary to make another offer for voter registration.

Who Can Make The Offer

The offer can be made by any employee or volunteer. If the offer is made by someone other than the Program Eligibility Specialist, a procedure must be in place to notify the worker that the offer was made to avoid duplication of effort during the program eligibility interview.

A Voter Registration Application form must be provided to anyone who requests one. If someone is not applying for DHS services but requests a Voter Registration Application form, the

worker will give him/her the form with instructions to mail it directly to the Secretary of State's office. A declaration form will not be given in this instance, nor will it count on the daily recap report.

Customer Acceptance

If a customer states she/he wishes to register to vote, she/he will be given a Voter Registration Application to complete. The voter registration application can be completed at the county office and given back to the receptionist or the customer can take it with him or her and mail directly to the designated address. Assistance in completing the form will be provided if requested. It is a local decision as to whether the Agency-Based Declaration Statement will be completed. If it is completed, a copy may be given to the customer if requested. It is a local decision as to whether the "yes" declarations will be kept in the county office. Do not mail the declaration forms to the Secretary of State's Office. The customer will be advised that a decision on his/her Voter Registration Application will be provided by the County Clerk's Office. If there are other adult household members a Voter Registration Application may be given to the customer for the other adult(s) to complete. However, if the other adult(s) chooses not to register, a declination form is not needed.

The worker will put the agency code on the voter registration application that applies at the time it is being completed. For example, if the customer is applying for Supplemental Nutrition Assistance Program benefits at the time a voter registration application is being completed, the worker would use the SNAP code. If the customer is applying for several programs, just use one code (worker choice).

Telephone Interviews and Authorized Representatives

Applicants who are interviewed by phone and indicate a desire to register to vote should be mailed a Voter Registration Application no later than the date that a determination (approval or denial) is made on the case. This applies to both initial applications and reevaluation/recertifications.

The Voter Registration Application form will be mailed to the applicant/recipient any time an authorized representative is interviewed on the customer's behalf.

If a customer makes a telephone request for a Voter registration Application form, one will be mailed to his/her mailing address.

Access Arkansas

Applicants who apply through Access Arkansas may apply directly online by following a link to the Secretary of State's website to register to vote.

SNAP/MSP Annual Review

Mail in applicants should be mailed an Arkansas Voter Registration Application no later than the date that a determination (approval or denial) is made on the case. This applies to both reevaluation/recertifications.

Customer Declination

If the customer declines to register to vote, then she/he will be asked to make the declination by checking "no" on the Agency-Based Declaration Statement. She/he should also sign and date the statement. If the customer refuses to complete the form, the DCO employee will print the customer's name on the statement, date, and make a note of "refused to sign" in the comment section. A copy of the Agency-Based Declaration Statement may be provided to the customer if requested. A daily count of the declinations must be provided to the Secretary of State's office when completing the Agency Daily Recap Reporting Form. The Agency Based Declaration Statement will be kept for 2 years in the County Office in a chronological file by month and year.

Change of Address or Name Change

If a customer reports a change of address or name change, a DCO-131, Voter Registration change of Status form and a Voter Registration Application will be sent to the customer advising that the change can be reported to the County Clerk's office for voter registration purposes or that she/he can register to vote. A declaration statement will not be completed in this instance.

Submitting Applications

Completed Voter Registration Applications must be submitted by the customer. The customer must ensure that this timeframe is met. The customer may mail his/her application; the address is on the back of the application. An envelope is not needed. An Agency Daily Recap Reporting Form will be completed and sent with the voter registration application. This form advises the Secretary of State's Office of the number of declination and number of completed voter registration applications being submitted. A single report including all programs will be submitted. The County Office will retain a copy of the Daily Recap Reporting form for 24 months in a chronological file by month and year.

The County office must maintain a record of the number of Voter Registration applications mailed to the Secretary of State's Office each day. No later than the 10th calendar day of each month, the county will report to the DCO Field Operations, via the DHS-132, Voter Registration Application Monthly Report, the number of voter registration applications and declinations submitted to the Secretary of State's office in the prior month.