

Department of Public Health
and Human Services

Section:
APPLICATION PROCESSING

SUPPLEMENTAL NUTRITION ASSISTANCE
PROGRAM (SNAP)

Subject:
Expedited Services

Supersedes: SNAP 105-1 (10/01/10)

References: 7 CFR 273.2, 7 CFR 273.15, 7 CFR 274.2

GENERAL RULE -- The intent of expedited services is to provide SNAP benefits within **seven calendar days** from the date of application to eligible households in immediate need. The seven calendar days include weekends and holidays and do not lengthen time frames to process expedited benefits.

The expedited period is the period of time that benefits are issued.

FAIR HEARING REQUEST

When an individual requests a fair hearing due to the denial of expedited services, an administrative review is scheduled within two working days unless the household requests the administrative review be scheduled later (SNAP 1506-1). The administrative review is optional and will not delay or replace the fair hearing.

EXPEDITED PROCESSING CRITERIA

All applications must be screened for expedited processing immediately upon receipt in the Office of Public Assistance (OPA) when the applicant requests SNAP benefits.

Households meeting the following criteria are eligible for expedited processing:

1. Have less than \$150 in gross monthly income **and** \$100 or less in liquid resources; OR,
2. Are destitute migrant or seasonal farm worker households with liquid resources not exceeding \$100 (SNAP 105-2); OR,
3. The household's combined gross monthly income and liquid resources are less than its monthly rent or mortgage and the appropriate mandatory utility allowance.

NOTE: When the application is submitted the screener must evaluate the information provided on the application and/or question the applicant to determine the appropriate mandatory utility allowance (SNAP 602-4) for expedited processing.

**EXPEDITED
SCREENING**

At the initial inquiry all individuals must be informed about expedited processing eligibility and the right to protect the date of application. The application must be screened for expedited processing even if only the first page of the application is submitted.

If there is a request for SNAP benefits and the expedited screening section of the application is not completed, the screener must evaluate the completed application (if available) to the best of their ability based on the information provided and knowledge of policy. If the screener knows income listed on the application is excluded according to SNAP policy, the income is excluded in the screening process. Eligibility is not generally determined at the time of the screening, and it is not required for the screener to go beyond the screening box to decide whether income is countable or excluded.

NOTE: *Anticipated* income (e.g., TANF, unemployment income, etc.) *that has not been approved or authorized is not included* when screening an application for expedited processing.

NOTE: Liquid resources are considered when screening for expedited services for all households including categorically and expanded categorically eligible households.

An applicant may appear eligible for expedited processing but during the interview and after the information is entered on TEAMS, it is determined the applicant does not meet expedited processing guidelines. The application is subject to regular processing guidelines that is issuance within 30 days following the date of application and all required verification provided.

**ABLE BODIED
ADULTS WITHOUT
DEPENDENTS**

An ABAWD with time clock limits who has exhausted all of his/her months is not eligible for SNAP benefits including expedited services.

NOTE: In any SNAP Employment and Training (SNAP E & T) county, ABAWD individuals who have exhausted their months must be allowed the opportunity to establish eligibility by participating in SNAP E & T. If the applicant agrees to comply with the SNAP E & T program at the time of the interview, he/she will be given a referral to SNAP E & T. In the event that an applicant cannot schedule an immediate intake appointment with SNAP E & T, he/she will be instructed by OPA to begin job search activities an average of 20 hours per week, keeping a log of employer contacts, until the enrollment date. SNAP benefits **will not** be authorized until the SNAP E & T Case Manager verifies the

applicant has complied by enrolling in the program; and, when appropriate, submitting job search verification to SNAP E & T. Upon verification, if otherwise eligible, SNAP will be authorized following expedited policy effective the date of application. The date of discovery for entitlement to expedited service will be the date SNAP E & T verifies compliance and benefits will be paid back to the date of application. Benefits must be authorized the date of notification from SNAP E & T.

NOTE: When a one-person ABAWD household, who has exhausted time limits, **is eligible for expedited services**, but states he/she does not intend to comply with SNAP E & T, the application must be denied using code 'ABC' on EXAD. In a case where there are other eligible household members, the application will be approved, but the ABAWD is ineligible (code 'DS' on SEPA).

EXPEDITED PROCESSING

If the household submits an application in person, is screened for and found to be entitled to expedited service, an in-person or telephone interview appointment must be offered to the household the same day the application is submitted or the following working day. If the household does not appear for the interview, the OPA Case Manager must send the household on the same day the interview was missed or within one working day from when the interview was missed the notice F033, RESCHED. - MISSED INTERVIEW, informing the household that it is responsible to reschedule the interview. If the household reschedules the interview in time to meet the expedited timeframe, the interview must be completed, identity verified, and benefits must be available to the household by the seventh day. If the interview is not rescheduled by the household in time to meet the seven day time frame, the household loses its entitlement to expedited service and the application is processed within the normal 30 days of the date of application. If the household makes no further contact, the OPA Case Manager must send the household notice F200, DENY-NONCOMP APP PROCESSING, on the 30th day following the date of application.

NOTE: When the household loses its entitlement to expedited service, the OPA Case Manager changes the 'Expedited Service' indicator on APMA to 'N'.

If the household submits the application through the mail or by fax and the application is complete enough to determine entitlement to expedited service, the date of discovery is the date the application is received in the office. An in-person or telephone interview must be scheduled as soon as possible in order to meet the seven day time frame. If an interview is scheduled and the household does not appear for the interview, the OPA

Case Manager must send the household notice F033, RESCHED. - MISSED INTERVIEW, informing the household that it is responsible to reschedule the interview. If the interview is not rescheduled by the household in time to meet the seven day time frame, the household loses its entitlement to expedited service and the application is processed within the normal 30 days of the date of application. If the household makes no further contact, the OPA Case Manager must send the household notice F200, DENY-NONCOMP APP PROCESSING, on the 30th day following the date of application.

If the household submits an incomplete application through the mail, fax, or an incomplete application is left at the OPA and the household leaves before screening can be accomplished, it cannot be known if the household is entitled to expedited service, so the seven day time frame does not yet apply. The OPA must schedule an interview as soon as possible, advising the household of the scheduled date and time of the interview. If the household attends the scheduled interview and is found to be entitled to expedited service, the date of discovery is the date of the interview. If the household misses or reschedules the interview, the OPA Case Manager must send the household within one working day notice F033, RESCHED. - MISSED INTERVIEW, informing the household that it is responsible to reschedule the interview. If the interview is not rescheduled by the household in time to meet the seven day time frame, the household loses its entitlement to expedited service, and the application is processed within the normal 30-day processing time frame. If the household makes no further contact, the OPA Case Manager must send the household notice F200, DENY-NONCOMP APP PROCESSING, on the 30th day following the date of application.

The OPA Case Manager uses all readily available information/ documentation to verify the household's residency, income, resources, and information provided on the application by the household. Available computer systems such as SEARCHS (child support), MISTICS (wages and unemployment), SOLQ (social security), property search must be reviewed and used as verification when applicable.

Issuance of benefits must not be delayed to obtain any information except the identity of the person making application.

A household is not required to provide a Social Security number (SSN) for expedited processing; however, a SSN must be provided or verified a SSN was applied for before benefits can continue beyond the expedited period for each household member.

NOTE: If the household is unable to provide proof of application for a SSN for a newborn, the household must provide the SSN or

proof of application at its next recertification or within six months following the month the baby is born, whichever is later. If the household is unable to provide a SSN or proof of application for a SSN within those time frames, the OPA Case Manager will determine if good cause is applicable.

The OPA Case Manager requests the applicant register for work by signing the affidavit for work registration (Form HCS 543-A) unless all household members are work registration exempt. The OPA Case Manager attempts to verify questionable work registration exemptions for all household members but verification must be postponed if the expedited processing time cannot be met.

A household must be eligible for benefits in the month of application to be eligible for expedited processing.

EXCEPTION: When the household is not eligible for benefits for the initial month of application but is eligible for expedited processing the following month, the household must be given an opportunity to participate within seven calendar days from the date of the application or by the first working day of the second month, whichever is later. The application is denied the first month and processed the second month as expedited.

The OPA Case Manager must set an alert to authorize the second month's benefits after TEAMS cut off (fourth working day from the last calendar day of the month), so the household has the opportunity to participate by the first working day of the second month.

If a household is eligible for the program but is not eligible for expedited processing in the month it applies, the application must be processed under regular procedures within 30 days from the date of the initial application. The application is processed under regular procedures even if the household has zero income in the following month. The first and second months are approved under regular application processing.

All information on the application is entered on TEAMS before eligibility is determined. When a household lists unverified information on the application, it is entered on TEAMS with client statement verification code 'CS'.

The application can be denied if the household provides information by client statement or other verification causing ineligibility. The application is processed under regular processing requirements (30 day time frame and all verification is required) if information is discovered when completing the eligibility determination that results in ineligibility for expedited processing.

Example: During the interview, the applicant states her 20-year-old son is also living with her, and they purchase and prepare food together. Children under age 22 are required in the filing unit. His income causes the case to be ineligible for expedited processing. The application is pended until all verifications are provided using regular application processing time frames.

POSTPONED VERIFICATION

Expedited processing allows for **postponing** verification through the expedited period.

EXCEPTION: The applicant's (e.g., the person making application) identity must be verified. A picture is not required to verify identity (SNAP 103-5).

The postponed verification must be provided by the last day of the month that benefits were issued (e.g., the date of application is July 16th, so verification must be provided no later than August 31st). If the last day to provide verification falls on a weekend or holiday, the household has through the following business day to provide the verification.

APPLIES ON OR BEFORE THE 15TH OF THE MONTH

When a household who is eligible for expedited processing applies ON or BEFORE the 15th of the month and verification is postponed, the OPA Case Manager must send the household the F121, EXPEDITED FS-POSTPONED, notice.

If postponed verification is received on or before the end of the expedited period, the second month's benefit must be issued within seven working days from receiving the verification or by the first working day of the second month, whichever is later. Timely notice of adverse action is not required.

If required postponed verification is received after the expedited period, the household must reapply for benefits. Reverting the case to open and/or prorating from the date the required verification was received will result in ineligibility and an agency caused overpayment. If requested verification of expenses is received after the expedited period, the expenses are added to the case the month following receipt of the

verification.

**APPLIES ON OR
AFTER THE 16TH
OF THE MONTH**

Households applying ON or AFTER the 16th of the month and eligible for expedited processing **must** have the first month's prorated benefits AND the second month's full benefits issued on the same day they are determined eligible.

When a household who is eligible for expedited processing applies ON or AFTER the 16th of the month and verification is postponed, the OPA Case Manager must send household, the F120, EXPEDITED FS-POSTPONED VERIFICATION-2 MONTHS, notice.

If postponed verification is received on or before the end of the expedited period, the third month's benefit must be issued within seven working days from receiving the verification or by the first working day of the third month, whichever is later. Timely notice of adverse action is not required.

If required postponed verification is received after the expedited period, the household must reapply for benefits. Reverting the case to open and/or prorating from the date the required verification was received will result in ineligibility and an agency caused overpayment. If requested verification of expenses is received after the expedited period, the expenses are added to the case the month following receipt of the verification.

**CHANGES
REPORTED AFTER
THE INTERVIEW
BUT BEFORE THE
NOTICE OF
ELIGIBILITY**

A household is required to report all changes related to its eligibility at the interview. A household is required to report changes according to its reporting requirements after receiving the notice of eligibility (approval notice) for ongoing benefits.

If a change is reported after the interview but before the notice of **eligibility (approval notice) for ongoing benefits**, the OPA Case Manager must act on the change within 10 days of the change being reported regardless of the household's reporting requirements. The change must be included in the eligibility determination for ongoing benefits. Benefits must not be delayed (held or pended) beyond the last day of the expedited period waiting for verification.

EXCEPTION:

Resources available at the time the household is interviewed are used to make the resource determination. Changes in resources that occur or are reported after the interview but before the notice of eligibility (approval notice) for ongoing benefits is sent to the household are disregarded for the expedited period. The changes must be

considered in determining resource eligibility for ongoing benefits.

If there are 10 days before the last day of the expedited period to verify a change, eligibility is not determined until the verification is received. The change is included in the eligibility determination for ongoing benefits.

If there are not 10 days before the last day of the expedited period to verify a change, eligibility is determined for ongoing benefits based on information requested at the interview. The OPA Case Manager must request verification be provided within 10 days of sending the notice of a change that is reported after the interview but before the notice of eligibility for ongoing benefits.

If the verification is received before eligibility is determined and the notice of eligibility for ongoing benefits is sent to the household, the change is included in the eligibility determination for ongoing benefits.

If the verification is received after eligibility is determined and the notice of eligibility is sent for ongoing benefits, the change is included in the eligibility determination for the month after receipt of the verification following notice of adverse action procedures.

Example: The household applied for SNAP benefits on June 17th and received expedited services. Postponed wage verification from Wal-Mart is due July 31st. The household submits the verification of Wal-Mart wages July 30th and at that time reports a new part time job at Subway.



August benefits must be issued within seven working days from receiving the Wal-Mart wage information. The OPA Case Manager must act on the newly reported job at Subway within 10 days of it being reported.

On August 6th the OPA Case Manager sends the household a 10-day request for information notice to verify the income for the new job at Subway. Wage verification from Subway is due August 16th and is received August 16th. Timely notice for adverse action must be given to the household to decrease September benefits.

NOTICES FOR EXPEDITED PROCESSING

If the household is interviewed and no verification/information is needed, the OPA Case Manager must send the household the approval and the appropriate reporting requirement notices on the same day expedited or continued benefits are authorized.

If more information is needed after the interview to determine continued eligibility and the benefit amount, the OPA Case Manager must send a postponed verification notice (F120 or F121) to the household.

The notice informs the household of the:

1. Benefit amount(s);
2. Required verification(s) needed or the case will close without further notice; and,
3. Items requested such as rent, utilities, child support obligation, etc. but the case will not close if the items are not submitted. If expenses are not verified, they cannot be allowed as deductions.

The household is not required to report any changes after the interview until receiving the notice of eligibility (approval notice). Therefore, the reporting requirement notice must not be sent prior to the approval notice for continued benefits. If the required postponed verification is submitted before the end of the expedited period, the approval **F101** and the appropriate reporting requirement notices are sent to the household by the OPA Case Manager on the same day continued benefits are authorized. The household is required to report changes according to its reporting requirements after receiving the notice of eligibility (approval notice).

REPEAT EXPEDITED APPLICATIONS

There is no limit to the number of times a household may be eligible for expedited processing. The following criteria is required before approval for subsequent expedited services:

1. All *postponed* verification requested during the previous expedited processing must be received; **OR**,

NOTE: If the household is unable to obtain the information/verification due to no fault of their own, expedited benefits are approved and verification is not postponed for continued benefits. The OPA Case Manager must document in case notes why the information cannot be obtained.

Example: John was issued expedited SNAP benefits for January 2008. The case closed January 31st, 2008 due to failure to provide *postponed* verification of a job ending. He reapplies in October 2009 and meets expedited criteria.

The household and OPA Case Manager are not able to obtain the information because the employer is no longer in business.

Expedited benefits are approved and verification for the job ending is not postponed for continued benefits.

2. The household was certified under normal processing standards since the last expedited certification.

Example: A household applied for SNAP benefits December 16th and was eligible for expedited processing. The case was certified for September and October with postponed verification that was due on October 31st. Verification was not provided, and effective November 1st the case was closed.

In December the household applies again. It is not entitled to expedited service because the household has \$500 in liquid resources. The household is not required to provide the postponed expedited verification from the September application. The household completes the application process and is certified for December through November. They do not reapply at recertification.

In August the household applies again and is eligible for expedited processing. The household may be expedited because it has been certified under normal processing since the last expedited certification. The fact that postponed verification was never received for the certification in September is not relevant any longer.

RESIDENTS OF SHELTERS OR PUBLIC INSTITUTIONS

When a resident of a public institution applies for SSI and SNAP benefits and is eligible for expedited processing before their release from the institution, the filing date of the application is the date released from the institution. Benefits must be available within seven calendar days from the date of release from the institution.

Residents of shelters for battered adults and children who are eligible for expedited processing must receive SNAP benefits within seven calendar days of the application being filed.

**HOME BOUND
APPLICANTS**

If the household files an incomplete application and is being interviewed at **home**, the application must be completed during the home visit. If a phone interview is conducted, the application must be completed by the OPA Case Manager during the interview and mailed the same day to the household for its signature. Benefits are not authorized until the signed application is returned. Document in case notes explaining good cause for delayed expedited processing.