

Department of Public Health  
and Human Services

Section:  
CASELOAD MANAGEMENT

SUPPLEMENTAL NUTRITION ASSISTANCE  
PROGRAM (SNAP)

Subject:  
Overview

**Supersedes:** FS 1500 (02/01/02)

**References:** N/A

**CASELOAD  
MANAGEMENT**

OPA Case Managers accurately determine eligibility and benefit amount for households applying for or receiving SNAP benefits. Managing a SNAP case includes:

1. knowledge and correct application of SNAP policy;
2. conducting initial certification and recertification interviews to accurately determine eligibility and benefit amount;
3. informing the household in writing of eligibility, benefit changes, reporting requirements using the appropriate notices;
4. composing clear and concise notices;
5. acting on changes according to the household's change reporting requirements within 10 days of the discovered/reported change or information;
6. establishing overpayment claims or supplementing/restoring under issued benefits;
7. referring intentional program (SNAP 1505-1) violations when appropriate; and,
8. documenting in case notes in sufficient detail to determine the reasonableness and accuracy of the eligibility determination and benefit amount.

TP