



## SNAP 1502-1 CASE MANAGEMENT

### Recertification

**Supersedes:** 1502-1 (11/01/2020)

**Reference:** 7 CFR 273.2(f)(2 & 3)(i); 7 CFR 273.10(f); 7 CFR 273.14((a)(2)); Waiver to Conduct Unscheduled Interviews (On-Demand)

**Overview:** No household may participate in SNAP beyond the expiration of the certification period without a determination of eligibility for a new period.

#### **RECERTIFICATION PERIODS:**

Households in which all members are elderly or have a disability with no earned income are certified for 24 months. All other households are certified for 12 months. Other programs' redetermination dates should be coordinated with the SNAP recertification date when it is possible. Households must apply for recertification and comply with interview and verification requirements. The recertification form or new application is due in the 12<sup>th</sup> or 24<sup>th</sup> month from the month of application.

**Simplified Reporting household:** A recertification interview is required at least once every 12 months. The recertification month is the 12<sup>th</sup> month from the month the application or recertification is approved.

**Change reporting households:** A recertification interview is required at least once every 24 months. The recertification month is the 24<sup>th</sup> month from the month the application or recertification is approved. One contact with the household is required at least every 12 months.

Households in which all members are elderly or disabled and do not have countable earned income but have a disqualified household member are subject to a 12-month certification period.

If a change reporting household member becomes disqualified and the certification period is more than 12 months away, the recertification date must be shortened to month 12.

If a household becomes a Simplified Reporting household and has a recertification date already scheduled within six months, the recertification is held as scheduled.

If a household becomes a Simplified Reporting household and has a recertification date already scheduled more than six months away, the recertification date must be changed to month six from the initial month of becoming a Simplified Reporting household. Notice must be sent informing the household that its certification period is shortened due to the household switching from change

reporting to Simplified Reporting requirements and the notice must inform the household of its new reporting requirements.

#### **RECERTIFICATION FORM AND NOTICE OF EXPIRATION:**

A household receives a Redetermination/Recertification Report form in the month prior to its recertification month. Instructions on the form request the household to complete and return it by the due date. Any responsible adult member of the SNAP household or the authorized representative can complete or sign the report. For complete signature policy, see SNAP Policy 103-1, Signature Types and Requirements. All other forms of application (paper, online, by telephone (Statement of Facts) are also accepted for recertification. Any form of application for recertification must be accepted as long as it contains a signature and a legible name and address.

The household must also be sent a Notice of Expiration (NOE) by the 15th of the month prior to the recertification month. The following information must be included in the NOE:

1. The date the certification period expires;
2. The date by which a household must submit an application for recertification in order to receive uninterrupted benefits;
3. The consequences of failure to apply for recertification in a timely manner;
4. Notice of the right to receive an application form upon request and to have it accepted as long as it contains a signature and a legible name and address;
5. Information on alternative submission methods available to households which cannot come into the certification office or do not have an authorized representative and how to exercise these options;
6. The address of the office where the application must be filed;
7. The household's right to request a fair hearing if the recertification is denied or if the household objects to the benefit issuance;
8. Notice that any household consisting only of Supplemental Security Income (SSI) applicants or recipients is entitled to apply for SNAP recertification at an office of the Social Security Administration;
9. Notice that failure to attend an interview may result in delay or denial of benefits; and
10. Notice that the household is responsible for rescheduling a missed interview and for providing required verification information.

#### **APPLICATION AND RECERTIFICATION COPIES:**

The OPA/eligibility staff must offer to provide copies of all applications and re-certifications completed by households regardless of the method by which the applicant submitted the application or re-certification e.g., paper, online, SOF, etc. This offer, the decision by the household whether to receive a copy, and whether and when the copy was provided must be in case notes. The household will have the option to receive the copy of their completed application in electronic format. A copy of the completed application is a copy of the information provided by the client that the OPA has used or will use to determine a household's eligibility and benefit allotment.

### **RECERTIFICATION INTERVIEW:**

All households must complete a recertification interview before the end of the 12<sup>th</sup> month of certification. Included on the SNAP Notice of Benefit Expiration are instructions directing households to contact the Public Assistance Help Line in order to complete the required interview. The notice also instructs the household that if they are not able to hold for the next available staff member when they call for their interview, they can use the call back feature and leave a number where they can be reached. Their call will be returned on the same business day or the next business day depending on the time of day the call back was requested.

The household will have until the 10<sup>th</sup> of the recertification month to complete the interview. If the interview is not completed by the 10<sup>th</sup> of the month, a missed interview notice will be sent to the household. The household can also request to schedule an in-person interview during regular business hours. At the interview, the eligibility staff member evaluates the status according to policy of each household member.

### **TIMELY RECERTIFICATION:**

The recertification interview must be completed by the 10<sup>th</sup> day of month allowing the household sufficient time to provide the necessary verification. The household must have the opportunity to participate by the normal month's issuance. If the household does not complete the recertification interview by the 10<sup>th</sup> of the month the eligibility staff must send the household the missed interview notice no later than the next business day. The notice serves as a denial notice when a recertification form is submitted by the time of the interview appointment, but the household does not complete an interview.

The notice informs the household:

1. To contact the OPA to interview by the end of the certification period if it wants to recertify for SNAP benefits;
2. If unable to appear in-person for the interview, an interview can be conducted by telephone or a home visit;
3. The recertification form can be submitted in person, through an authorized representative, by fax or other electronic-transmission, or by mail; and,
4. The recertification form can be used as a new application if submitted in the 30 days after the end of the certification period.

### **DELAYED PROCESSING:**

The household must reapply for benefits by completing a new application and an interview if the recertification form is not submitted by the last day of the recertification period. However, **IF** a recertification form is submitted within 30 days after the certification period ends, it is accepted as a new application and processed allowing the household until the 30<sup>th</sup> day following the date of reapplication or a minimum of 10 days whichever is longer to provide verification. If a new application is submitted, the application is processed using 30 day application processing policy.

**NOTE:** If a household reapplies for recertification after its certification period ends, the application or recertification form must be screened for expedited processing.

If the household contacts the OPA on or before the last day of the month, an interview must be scheduled for the earliest possible date or done on that day. After the interview, the eligibility staff member must send a notice requesting the household provide any necessary verifications within 10 days of the notice to complete the recertification.

If the information/verification is provided within the 10 days or before the end of the certification period, the eligibility staff member must determine eligibility for the new certification period within five working days of the information/verification being received by the OPA. Benefits are not prorated. If determined eligible, the eligibility staff member must send the approval notice and the appropriate reporting requirement notices to the household.

If the information/verification is provided within 10 days but the household is determined ineligible, or if the information/verification is not provided within the 10 days or before the end of the certification period, the eligibility staff member must send the household the appropriate denial notice according to the reason for the denial.

If a household submits a recertification form and completes the interview but the recertification was not processed within 30 days of the recertification form being filed due to an agency caused delay (SNAP 104-1), the recertification is processed and if determined eligible, benefits are not prorated.

If the household submits a recertification form before the end of the certification period but does not complete the interview or does not submit the required verification, it has 30 days after the end of the certification period to be interviewed and to have the recertification form be treated as an application for recertification. A new application is not required. The information on the recertification form is updated at the interview. The household must be given 10 day notice to provide verification to process the recertification. If determined eligible, benefits are prorated from the date of the interview.

If the household takes the required action before the end of the certification period, benefits are not prorated. If the household takes the required action 30 days after the end of the certification period, benefits are prorated from the date the household takes the required action.

If a household files an application within 30 days after the end of the certification period, the application is processed as an application for recertification. Benefits are prorated from the date the new application is filed.

#### **CHANGES REPORTED AFTER THE INTERVIEW BUT BEFORE THE NOTICE ELIGIBILITY:**

A household is required to report all changes related to its eligibility and benefit amount at the recertification interview. A household is required to report changes according to its reporting requirements after receiving the recertification notice of eligibility (approval notice).

If a change is reported **after the interview but before the notice of eligibility (approval or denial notice)** is mailed, the eligibility staff member must act on the change within 10 days of the change being reported regardless of the household's reporting requirements. This change must be included in the recertification eligibility determination. Benefits must not be delayed (held or pended) beyond cutoff date of the recertification month waiting for verification. If there are not 10 days before cutoff to verify a change, the recertification eligibility determination is based on information requested at the interview.

#### **VERIFICATION AT RECERTIFICATION:**

All pertinent case information, including all income and expenses will be verified at time of Recertification. This includes the following:

1. All earned and unearned income.
2. Shelter expenses and utility expenses including rent/mortgage, homeowner's insurance, property taxes, must be verified. (SNAP 602-4)
3. All household Medical Expenses.
4. The household's legal obligation to pay child support, the obligation amount, and monthly child support amount the household actually pays to a non-household member.
5. All ABAWDs must verify work hours if they are meeting the work requirement by working. An ABAWD's participation in the SNAP Employment and Training Program, or participation in a work program that is not operated or supervised by the state must also be verified.
6. Other information, such as dependent care, student status, fleeing felon, drug conviction, etc.
7. Other information that has changed.

**NOTICE REQUIREMENTS:**

If a household is determined eligible at recertification, the eligibility staff member must send the household the recertification approval notice, the appropriate reporting requirement notice, and the school breakfast/lunch program notice if applicable on the same day eligibility is determined and approved. If the household is determined ineligible, the eligibility staff member must send the household the appropriate denial notice according to the reason for denying the recertification.

**DOCUMENTATION:**

The eligibility staff member must document in case notes in sufficient detail so individuals reviewing the case (Hearing Officers, Management Evaluation Reviewers, Program Integrity Auditors, Claims and Recoveries Financial Investigators, Quality Assurance Specialists, Supervisors federal auditors, etc.) can determine the reasonableness and accuracy of the prospective eligibility determination and benefit amount.

**SEE BUSINESS PROCESSES:** Completing a Renewal and Providing Copies of Applications and Renewal Forms

**Effective Date:** October 1, 2021