



SNAP 1510-1 CASE FILE Retention/Archive/Destruction

Supersedes: SNAP 1510-1 (04/01/2017)

Reference: 7 CFR 272.1(f)

Overview: Accurate case files must be maintained, with all required documentation available in Perceptive in accordance with State and Federal regulations. Perceptive has been programmed to meet these guidelines.

PRIMARY ORIGINAL RECORDS:

Primary original records must be retained for three full federal fiscal years (i.e., October 1, 2013 through September 30, 2016). Some documents must be retained longer as indicated later in this manual section. Primary original records are original information:

1. Generated or created during the application or maintenance process; and,
2. Not otherwise easily retrieved (e.g., application, budget sheets used to determine manually calculated over-issuance amounts, etc.).

PERMANENT RECORDS:

Documents stored in the permanent records section must be retained for three federal fiscal years from the date the case closed. **NOTE:** It is a best practice to retain resource and income verification that is not readily obtained by the client (i.e., trust funds, contract for deeds, life estates, annuities, retirement accounts, etc.) for three federal fiscal years after case closure.

RECORDS RETAINED FOR THREE YEARS:

The most recent copy of the following documents must be retained even if more than three years old. They can be destroyed three federal fiscal years after date of program closure.

1. Application for each program.
2. Authorization to release information/confidentiality forms for each adult (including but not limited to: HCS-101, -102 and -103); **NOTE:** When an authorization to release information form is used to collect medical information to determine eligibility or benefit amount for any program, both the form and the information obtained by using the form must be retained.
3. Rights and Responsibilities Form (if signed by the household).

RECORDS RETAINED FOR PENDING CONCERN:

Primary original records related to the following situations must be for the duration of the concern.

1. Open fraud or IPV investigation.
2. Current litigation.
3. Open audit.
4. Open over-issuance claim.
5. Conditional Assistance (Agreement to Sell Property).

NOTE: Documents supporting an over-issuance claim or Conditional Assistance (Agreement to Sell Property (HCS-97) must be retained for three federal fiscal years after the debt has been paid in full or after the participant has died.

Effective date: December 29, 2022