

B. Applications

1. Overview

- (A) Branch offices must ensure the application process is not a barrier to the people accessing benefits. It should be simple, efficient and responsive to the needs of persons seeking help. It should also consider the privacy and confidentiality of each applicant. Whenever possible, use one application to determine eligibility under multiple programs.
- (B) To complete the application process, individuals or their authorized representative ([SNAP-B.15](#)) must complete the application, have an interview ([SNAP-B.8](#)), and provide the necessary information and verification ([SNAP-B.11](#)) within given time frames ([SNAP-B.9](#)).
- (C) The information necessary to determine eligibility and benefit amount for all people in the filing group ([SNAP-C.2](#)) must be gathered during the application process.
- (D) Supplemental Nutrition Assistance Program (SNAP) households must file an initial application. Once approved, they can get SNAP benefits for a set number of months called a certification period. At the end of that time frame they are required to reapply for SNAP benefits if they want to continue getting benefits. This is called recertification (recert).

Application Process; General Rule

[461-115-0010](#) – Application Process; General

Application Requirements Rule

[461-115-0020](#) – Application Requirements

2. Where clients apply

- (A) Applicants may apply at the branch office serving the area where they live or work. This may be any Department of Human Services (DHS) or Area Agency on Aging (AAA) office that administers the Supplemental Nutrition Assistance Program (SNAP). Persons temporarily in another part of the state may apply at the office serving that area.
- (B) When applicants contact any DHS or AAA office that does SNAP eligibility, their application for SNAP benefits must be taken. Clients may choose to complete the application process in this office or have the application forwarded to another office. If the client chooses to complete the eligibility process in

another branch, record the filing date ([SNAP-B.5](#)) and forward the form to that branch. The application processing time frames ([SNAP-B.9](#)) begin with the filing date. If the client chooses to stay at the branch where they made the initial contact, determine eligibility and issue benefits. Transfer the case to the branch closest to the client's home or worksite if the client wants their case transferred.

- (C) People may request an application in a variety of ways: they may walk into the office and ask for an application; they may call on the telephone and ask that an application be mailed to them; they may ask that an application be faxed to them.
- (D) Upon completion, an applicant may bring the application to any branch office that does SNAP benefits; they may mail it in or fax it to the office. Some applications will be submitted via the Web-based online application. These applications are considered received and the filing date is established the day it is submitted.
- (E) Offices must have a process in place for receipt of applications by fax, mail and electronically. These applicants must be notified that they need to have an interview ([SNAP-B.8](#)) before the application process can be completed. Some may be eligible for expedited service ([SNAP-B.6](#)). Workers must give the applicant an appointment date and time for this interview. This must be done as quickly as possible after receipt of the application to ensure the household will receive a timely determination of eligibility.
- (F) When all members of the filing group ([SNAP-C.2](#)) are applying for or receiving Supplemental Security Income (SSI), the group may apply at the Social Security Administration (SSA) office. Filing groups applying at SSA must not have applied for or received SNAP in the last 30 days.
- (G) The SSA office must use the same application process as the department. The SSA office forwards the completed application and verification ([SNAP-B.11](#)) to the department for eligibility determination and benefit issuance.
- (H) Sometimes a mandatory ABAWD, who lives in an area applying the SNAP time limit ([SNAP-e.19](#)), will apply for SNAP in an office outside of the county. Under no-wrong door, the local office will accept the application and complete the courtesy intake. Explain they are an ABAWD and what that means to them. Share the *Simplified Reporting System for Able-Bodied Adults Without Dependents (ABAWD)* ([DHS 854](#)) and the *SNAP Employment and Training Programs Rights and Responsibilities* ([DHS 7280F](#)) forms. This will assist them with understanding the new requirements for ABAWDs. If mandatory, explain they will need to go to an orientation session in the county in which they reside which is applying the SNAP time limit to find out what work-related activities

they are expected to do. Immediately share the case information with the branch the case should be assigned to. The receiving office will need to send the ABAWD the information about their orientation session. When the eligibility determination is complete, transfer the case to the new office.

Offices Where Clients Apply

[461-115-0150](tel:461-115-0150) — Offices Where Clients Apply

3. When to use an application

- (A) Use an application form approved by the department, when determining initial eligibility. The application must be complete, including a mailing address and a signature.
- (B) If you deny an application for any reason, the same paper application can be used within 60 days of the original filing date; however, the client must re-sign the application again to set a new filing date. The applicant must also review all information on the old application, making changes where necessary.
- (C) There are two exceptions to having a client re-set a filing date and re-sign the application:
 - (1) If you are denying benefits in the initial month and approving benefits for the second month (e.g., the client was on another SNAP case or was over income in the month of application), simply adjust the filing date to the first of the month in which benefits will start. The client does not need to re-sign the application in this instance.
 - (2) When the client submits pending items after the 30th day from the filing date and they did not request more time to extend the filing date, the date the pending items are submitted sets the new filing date. The client does not need to re-sign the application.
- (D) In addition to initial eligibility, an application is also used to determine eligibility at recertification. The same application process (including forms and time frames) is used for recertification as for initial eligibility.
- (E) A new application is also required any time there is a break in benefits. For example, a case is certified from January 1 to December 31, and on July 31 the benefits close. The client comes to the office on August 1 and wants SNAP benefits: the client must reapply, which includes setting a filing date and completing and signing a new application.

- (F) No new application is needed if a case closes and reopens during the same calendar month, or when a case suspends for one month. An application is not required to add a person, including newborns, to an open SNAP case. The request to add a new person must be documented and the *Notice of Information or Verification Needed* ([DHS 210A](#)) will be used to gather all the information to establish eligibility and benefit level.

When an Application Must be Filed Rule

[461-115-0050](#) — When an Application Must be Filed

Application Process Time Frames; SNAP Rule

[461-115-0210](#) — Application Process Time Frames; SNAP

4. Who must sign an application and complete the application process

- (A) Applicants must sign the last page of the application. If they sign the last page and do not sign the filing page of the *Application for Services* ([DHS 415F](#), page 1) or of the *Food Benefit Filing Form* ([SDS 539F](#)), the filing date begins the date the agency receives the total application signed, unless the filing date is set via another document.
- (B) Usually, a responsible adult signs the application and completes the application process. This person could be:
- (1) The primary person ([GP-A.66](#));
 - (2) The spouse ([GP-A.80](#)) of the primary person;
 - (3) Another adult in the filing group ([SNAP-C.2](#));
 - (4) An authorized representative from a facility or a person named as an authorized representative by the client may also sign the application (SEE [SNAP-B.15](#)); or
 - (5) When there is no responsible adult, such as when a homeless ([GP-A.44](#)) teen applies, the child can sign the application and complete the application process.
- (C) If an applicant is unable to write their name, they can sign with their mark. The mark must be witnessed by a department employee.
- (D) An electronic application is signed electronically by the client typing their name and clicking on the submit button.

Application Requirements Rule

[461-115-0020](#) — Application Requirements

When an Application Must be Filed Rule

[461-115-0050](#) — When an Application Must be Filed

Who Must Sign the Application and Complete the Application Process Rule

[461-115-0071](#) — Who Must Sign the Application and Complete the Application Process

5. Filing date

- (A) The SNAP application process begins with the filing date. This is the date a signed request for SNAP benefits – including the client’s name, address, and signature – is received by the department. If the request is received after business hours, on a weekend or a holiday, the filing date will be the next working day. It is also the date the first signed request is received by the Social Security Administration (SSA), for people allowed to apply for SNAP there.
- (B) The filing date may be set in multiple ways; it does not have to be on a DHS form; however, it will most likely be set using the following forms:
 - (1) The Online Application;
 - (2) The *Application for Services* ([DHS 415F](#));
 - (3) The *Re-Application for Food Stamp Benefits* (Part 1) ([DHS 415Y](#));
 - (4) The *Food Benefit Filing Form* ([SDS 539F](#)); or
 - (5) The completed reapplication forms at recertification.
- (C) Ask all applicants to set the filing date as soon as possible when they request SNAP benefits. A completed application is not needed or required to set the filing date. To keep the filing date, the local office must keep the paper and not give it back to the client.
- (D) The filing date starts the application processing time frames ([SNAP-B.9](#)). For persons whose benefits are approved, it is usually the date benefits begin ([SNAP-B.16](#)).
- (E) Once a filing date is established, the department must take action on that request for benefits. When it is found that the client is eligible for the program but will not receive any benefits in the initial month due to proration, **workers**

shall not deny the initial month or move the filing date to the next month, even if no benefits are issued. The person has been found eligible for the program and the certification will start in the month of initial application.

- (F) People who visit a branch office must be given an opportunity to establish a filing date the same day. People who contact the office by telephone, fax or mail must have a form mailed to them the same day. Their filing date is established when the branch receives the signed request for SNAP benefits back. The filing date is also established as of the date the application is faxed ([SNAP-B.2](#)) to the office.
- (G) The filing date for an electronic application is the date that the department receives the signed electronic application.
- (H) When an application is denied after 30 days because pended information was not returned timely, receipt of the pended items 31-60 days following the filing date automatically establishes a new filing date. Determine eligibility using the new filing date. For all other denials, the client must reapply (at a minimum, by initialing or re-signing the original request) to set a new filing date.

Filing Date; REF, SNAP, TANF Rule

[461-115-0040](#) — Filing Date; REF, SNAP, TANF

Application Processing Time Frames; SNAP Rule

[461-115-0210](#) — Application Processing Time Frames; SNAP

6. Expedited service

(See [#23, A](#) for examples of expedited service.)

- (A) Certain applicants are entitled to expedited service, which means, if they are eligible, they must have their benefits by the seventh day following their filing date ([SNAP-B.5](#)).
- (B) Under expedited service, client statements and limited verification are used to determine eligibility for SNAP for a short period of time. All verification except identity ([SNAP-E.1](#)) may be postponed until later. Do not use expedited service processing time frames when clients apply for SNAP before the end of their current certification. Expedited processing can only be if the application is filed when the benefits are closed.

- (C) To be eligible for expedited service, the filing group ([SNAP-C.2](#)) must meet one of the following:
- (1) Have countable income of less than \$150 a month and resources in the form of cash and bank accounts of \$100 or less;
 - (2) Have combined gross monthly countable income, cash and bank account balances that are less than the group's total monthly housing and utility costs (using the dollar value of the appropriate utility standard) ([GP-A.18](#));
 - (3) Be destitute ([SNAP-J.1](#)). "Destitute" means the filing group contains a migrant or seasonal farm worker who has met certain criteria during the month of application. See [SNAP-J.1](#) for more information on destitute groups.

SNAP Expedited Services Rule

[461-135-0575](#) — SNAP Expedited Services

- (D) Seven-day processing (expedited service): Offices must have a process in place to screen applicants for expedited service, so benefits can be issued timely and clients can be informed how being eligible for expedited services affects them. Use Part I of the application (pages 1 and 2 of the *Application for Services* ([DHS 415F](#)), the *Re-Application for Food Stamp Benefits (Part 1)* ([DHS 415Y](#)), or the *Food Benefit Filing Form* ([SDS 539F](#)) for this screening.
- (1) The seven-day processing includes the screening, the intake interview ([SNAP-B.8](#)), I.D., other verification readily available, the decision that the client meets all eligibility requirements, and the issuance of benefits for those eligible for expedited service.
 - (2) When applicants qualify for expedited service, they must have the benefits by the seventh calendar day following their filing date. This applies even if the in-office interview is waived for a phone interview.
- (E) Sometimes the initial screening does not identify a group that qualifies for expedited service. When this was due to a department error, benefits must still be received by the seventh day following the filing date. When this was due to the applicant withholding information or providing misinformation, benefits must be received as soon as possible, but no later than seven calendar days following the date the error was discovered or the date the information was provided.
- (F) Sometimes when the initial screening identifies a group that qualifies for expedited service, the client loses entitlement to the service. When the office screens the application and identifies a client potentially eligible for expedited

service, they must schedule an interview date and inform the client that they will lose entitlement to the seven-day processing should they miss the interview. If the client then fails to attend the interview, they lose entitlement to expedited service except when they missed the appointment for reasons beyond their control. Always narrate this loss of expedited eligibility. When the client misses the appointment, send a NOMI and follow the regular application processing timeframes.

EXPEDITED ELIGIBILITY



If the client is unable to be reached by phone to schedule the expedited interview, an appointment letter must be mailed. Clients do not lose expedited eligibility for not being reachable by phone to schedule the interview. Clients only lose expedited eligibility if they miss their scheduled appointment unless the reason for the missed appointment is beyond their control.

Example: *Jacob is an ABAWD. He does not meet any of the exemptions and is therefore mandatory. He lives in a time limit area and is subject to the SNAP time limits. Jacob received CT3 and his benefits closed two months ago. He meets the criteria for expedited service. However, he is ineligible due to being over the SNAP time limit. When questioned, he has not worked since his benefits closed two months ago. He has not regained eligibility and therefore remains ineligible for SNAP until he does regain. As he cannot complete 80 hours of work activities in the expedited period, he is ineligible for expedited service. Proceed using the regular application processing time frames.*

Application Processing Time Frames; SNAP Rule

[461-115-0210](#) — Application Processing Time Frames; SNAP

- (G) There is no limit to the number of times that a client may receive expedited service. However, all eligibility factors from the previous expedited service must be verified before they are entitled to seven-day processing again.
- (H) If an applicant specifically requests expedited service and is denied, they are entitled to an expedited hearing. Send a *Notice of Decision and Action Taken* ([DHS 456](#)) or *Notification of Planned Action* ([SDS 540](#)) to the client when their request is denied.

Expedited Hearings Rule

[461-025-0315](#) — Expedited Hearings

Notice Situation; Prior Notice Rule

[461-175-0300](#) — Notice Situation; Prior Notice

- (I) Verification for seven-day application processing: The only eligibility factor absolutely required to be verified under expedited service is the identity ([SNAP-E.1](#)) of the applicant. A reasonable effort must be made to verify all factors but require only those that will not cause a delay in issuing benefits. The rest of the verification ([SNAP-B.11](#)) can be postponed.



See [SNAP-e.1](#) and [MP-WG#2.5](#) for more information on verifying identity.

- (1) If the application is approved and verification is postponed, give the applicant a *Notice of Pending Status* ([DHS 210](#)) or a *Notification of Pending Status* ([SDS 539H](#)). The notice must tell them they will not receive further benefits until they provide the postponed verification. In addition, if the verification they provide causes a change in eligibility or benefits, the change will be made without further notice.
- (J) *Application filed on or before the 15th*: Benefits approved using expedited service may be certified for one month only. Clearly note on the pending notice that to receive further benefits, they must provide the postponed verification no later than 30 days from the filing date. If the verification is provided before the end of the filing month, extend the certification period. If verification is provided within 30 days of the filing date but after the end of the one-month certification period, process an REC action for a full 12 months without requiring a new application.
- (K) *Application filed after the 15th*: Benefits approved using expedited service may be certified for two months only. The verification must be provided by the end of the 30-day processing period following the filing date so that continued eligibility can be determined. Clearly note on the pending notice that to receive further benefits, they must provide the postponed verification by the end of the second month. If the verification is provided by the end of the second month, extend the certification period. Take no further action if the verification is not provided.



See [SNAP-b.9](#) for more information on application processing.



To ensure that clients applying for SNAP when moving into Oregon did not receive benefits from another state in the same month, contact that state per [MP-WG#4](#).

Verification for SNAP Expedited Services; SNAP Time Limits Rule

[461-115-0690](tel:461-115-0690) — Verification for SNAP Expedited Services; SNAP Time Limits

QC Hot Tip

There are several steps to issuing benefits under expedited service. All of the steps must occur. They are:

1. At time filing date is set, determine if the case meets the criteria for expedited service.
2. Schedule the full eligibility interview to occur within seven days of the filing date.
3. Obtain the client's verification of identity. Retrieve any verification from the computer system.
4. Note any other items needing verification on the pending notice, *Notice of Pending Status*, ([DHS 210](#)) or *Notification of Pending Status* ([SDS 539H](#)).
5. Establish eligibility using the client's statements on the application and during the interview and any other verification readily available.
6. If the client appears to be an ineligible student or an ABAWD who has reached the SNAP time limit, they may not be eligible under expedited services.
7. Issue the benefits in not more than seventh calendar day following the filing date, using the IX or EX code on FSMIS.
8. If verification was requested, set a short certification period of one to two months. If no verification was requested, set a normal certification period.

7. Withdrawn applications

(See [#23, B](#) for examples of withdrawn applications.)

- (A) Allow people to voluntarily withdraw their application any time during the application process. The application is withdrawn when the person or their authorized representative ([SNAP-B.15](#)) does not complete the process, including signing the form, and there is no contact with the branch by the end of the application processing time frame ([SNAP-B.9](#)). It is also withdrawn when the person takes the application from the office without completing the process.

- (B) The decision to withdraw an application for SNAP benefits is totally the applicant's. The department is not allowed to suggest, encourage, nor recommend the applicant withdraw the application. This is because every person has the right to apply for benefits and the department is required by SNAP law to encourage people to apply. If during the interview it is determined a person is not eligible for SNAP benefits, the worker must process the application. An applicant may withdraw their application at any point in the application process, which may change the reason for a denial action to withdrawal. Even if workers decide it is beneficial to households with an OFSET mandatory person who has quit a job without good cause within the last 30 days to withdraw, workers can inform the household of the policy but only the client can make the suggestion to withdraw.
- (C) When the applicant only submits the filing page with no further action or states they want to withdraw their application, ask them to complete and sign a voluntary agreement to take action form, *Voluntary Agreement to Take Action on Case* ([MSC 457D](#)). Code FCAS with the "WI" reason code and the computer will send the withdrawal denial notice.
- (D) When the applicant completes the interview but fails to provide requested information or verification, code FCAS with the "FC" reason code and the computer will send the denial notice. Workers will need to send a *Notice of Decision and Action Taken* ([DHS 456](#)) or a *Notification of Planned Action* ([SDS 540](#)) if a different reason code is used for the withdrawal action.
- (E) Once the department has correctly denied an application or considered it withdrawn, the client must initiate the application process again if they want to get SNAP benefits.

Application Process; General Rule

[461-115-0010](#) — Application Process; General

8. Interviews

- (A) An interview is required of all households applying for SNAP benefits at all initial applications and recertifications.
- (B) The purpose of the interview is to gather and review eligibility information and explore and resolve unclear and incomplete information. The person interviewed may be the head of household, spouse, any other responsible member of the filing group, or an authorized representative ([SNAP-B.15](#)).
- (C) The interview appointment is scheduled for a set date and time when a client is not interviewed the same day as the filing date.



See [SNAP-WG#3](#) for ideas on effective narration.

- (D) Initial application: This interview is generally conducted in the office or by phone. In either instance, the interview must be conducted protecting the client's right to privacy and confidentiality. If an applicant comes into an office, interview the SNAP applicant the same day they request benefits or schedule an appointment for them to return, or a phone appointment if they prefer. Always give the client the appointment date and time for the interview. Also note it on the application or in narration.
- (E) An interview must be conducted when the applicant does not have an in-office interview, a telephone interview, a home visit or an interview at a mutually agreed upon location can be done. The client may decline a phone interview and request an in-office interview. When this occurs, the department must grant the in-office interview.
- (F) Notification of Missed Interview (NOMI)
- (1) The department is required to notify all SNAP applicants that they have missed their SNAP interview appointment and that they are responsible for rescheduling the appointment. This notification must take place when the applicant misses the initial interview appointment. A second notification is not necessary if they miss more than one intake appointment during the 30-day application period. This notification is required for all SNAP benefit applicants at initial certification and at recertification.
 - (2) The expectation is that notice will be mailed within two business days of the missed appointment. This is to give the applicant time to reschedule the appointment before the 20th day following the filing date.
 - (3) No NOMI is required when an application is sent without an intake appointment and the client does not return the application or appear for an appointment.
 - (4) To give offices a choice that will best meet their up-front process, there are two options for the notification of missed interview. These options are:
 - (a) The *Missed Appointment Postcard* ([DHS 411](#)). To use, ask SNAP applicants to write their name and mailing address on the post card when they turn in the filing page. Attach this post card to the filing page and place in a folder for the interview appointment date. If the client does not return by the end of day on the appointment date, separate the post card from the filing page, add the office phone

number to side two, and mail it to the client. Narrate the NOMI was sent. If the client returns for the scheduled appointment, the card should be put with other confidential shred material;

(b) A letter (FSMA411) is available on Notice Writer and can be used when a case (pending or closed) is on FSMIS with the most current mailing address.

(5) The revised Self-Sufficiency *Application for Services* ([DHS 415F](#)) has a box labeled “MA notice” in the top right-hand corner of the filing page. The MA box is also located on the bottom right of the filing page *Food Benefit Filing Form* ([SDS 539F](#)) for SPD and AAA to use. Check the MA box when notification of missed appointment is made and note the date and time of the missed appointment.

(G) *Recertification application*: The interview requirements for a redetermination ([GP-A.70](#)) of eligibility or recertification are the same as the ones for an initial application.

✓ SEE [SNAP-B.20](#) FOR THE RECERTIFICATION PROCESS.

Disclosure of Client Information Rule

[461-105-0130](#) — Disclosure of Client Information

Interviews Rule

[461-115-0230](#) — Interviews

9. Application processing time frames

(See [#23, A](#) for examples of expedited service.)

Determine eligibility and provide benefits as soon as possible for all SNAP benefit applicants. The application processing timeframes are as follows:

- (A) Expedited seven-day processing. See Expedited service ([SNAP-B.6](#)).
- (B) Nonexpedited 30-day processing. The application processing time frame for most groups is no longer than 30 days following the filing date ([SNAP-B.5](#)). If the 30th day falls on a holiday or weekend, determine eligibility and issue benefits the last working day before the holiday or weekend.

- (C) When taking a denial action on an application, it must be done on the 30th day or as soon as possible following the 30th day. Do not deny an application before the 30th day unless it is being denied for a reason other than failure to complete the application process.



SEE [SNAP-B.17](#) FOR AUTOMATIC DENIALS FOR FAILURE TO COMPLETE THE APPLICATION PROCESS.

- (D) The 30-day application processing time frame can be extended when the delay is beyond the control of the client and the client has called to request an extension in the initial 30-day processing period or if an intake interview cannot be scheduled during the 30-day processing period. Extend the application time frame up to 60 days from the filing date when giving the client more time to provide requested verification or to conduct the interview. Also extend the limit when the client requests a hearing before the 30-day time frame has ended. Narrate the extension request, the reason for the extension and the department decision.



SEE EXAMPLES OF APPLICATION PROCESSING TIME FRAMES: EXTENSION OF THE APPLICATION PERIOD ([SNAP-B.23.C](#)).

- (E) The application processing time frame includes the following:
- (1) Setting a filing date;
 - (2) Receiving a completed and signed application;
 - (3) Conducting the interview ([SNAP-B.8](#)). Schedule the interview as soon as possible after the filing date and no later than 20 days after the filing date to assure there is adequate time for verification and the eligibility decision;
 - (4) Gathering needed verification ([SNAP-B.11](#)); and
 - (5) Making the eligibility decision.
- (F) When clients miss their scheduled interview within the 30 days, hold the application until the end of the 30 days. If the client contacts the branch to reschedule before the 30 days expire, reschedule the interview and keep the same filing date as long as the interview and all verification is received within the 30 days.
- (G) If the interview occurs after the 20th day and verification is received within 10 days but not until after the 30 days has ended, establish a new filing date as of the date the verification is received.

- (H) If the client does not contact the branch within the 30 days, deny the application.

Application Processing Time Frames; SNAP Rule

[461-115-0210](#) — Application Processing Time Frames; SNAP

Interviews Rule

[461-115-0230](#) — Interviews

10. Verification; overview

- (A) Verification is information from a source other than the client, to lend credence to the information the client is providing. Clients must provide verification when it is requested by the department. The department decides which eligibility factors require verification and when verification provided is acceptable. When the filing group ([SNAP-C.2](#)) does not provide acceptable verification, deny the application or end ongoing benefits unless the client has been asked for verification of a deduction; do not deny the application or end benefits, but do not add the deduction to the case.
- (B) Verification may be received in a variety of ways. It may be a document that is copied and put into the agency file. It may be received via a telephone conversation, or a document may be viewed during a home visit. When verification is not placed in the file, or available online, the worker must carefully narrate the information received.
- (C) If gathering verification over the telephone, during a phone conversation obtain:
- (1) Name of person providing the information;
 - (2) Position or title along with name of organization the information is from;
 - (3) Specific information received.

Example: *Joe's employer was contacted by phone. Suzy, the payroll clerk for Green Thumb Nursery, states the client is an employee and he is scheduled to work 30 hours a week at \$10 an hour. The first pay check will be received October 15.*

- (D) If documents are viewed during a home visit – narrate:
- (1) Document(s) viewed;

- (2) Date on document(s);
- (3) Specific information viewed on each document.



SEE [SNAP-WG#3](#) FOR NARRATION EXAMPLES.

- (E) All requests for verification will be made in writing and the client must be given at least 10 days to provide the requested verification. Request verification using the *Notice of Pending Status* ([DHS 210](#)) or the *Notification of Pending Status* ([SDS 539H](#)) at certification and recertification. Use the *Notice of Information or Verification Needed* ([DHS 210A](#)) form to request verification when it is needed during a certification period. If the individual is a mandatory ABAWD living in an area applying the SNAP time limit ([SNAP-e.19](#)), use the *Notice of Information Needed for an Able Bodied Adult Without Dependents* ([DHS 210ABW](#)) to request ABAWD related information for exemption or Counting Month determination. The exception is if the ABAWD has received the three counting months and is reapplying under regaining policies. The regaining must occur for the ABAWD to be eligible and therefore the [DHS 210](#) should be used to request work hours in a 30-day period or for the required 80 hours of participation. The [DHS 210ABW](#) does not require case closure if there is no response.



SEE [SNAP-I.14](#) FOR MORE ON USING THE [DHS 210](#) OR [SDS 539H](#) OR [SNAP-I.15](#) FOR MORE ON THE [DHS 210A](#).

- (F) Authorized representatives ([SNAP-B.15](#)) must provide verification showing they are authorized to act for the client. This could be a written statement from the client, the *Designation of Authorized Representative or Alternate Payee* ([MSC 231](#)), or copies of papers authorizing guardianship or power of attorney.
- (G) Home visits may be made to verify eligibility factors. However, the home visit must be scheduled in advance with the household.
- (H) For SNAP, eligibility factors must be verified at application and when changes in these factors are reported. In addition, for SNAP benefit cases in SRS, countable income must be verified even when it has not changed when processing the *Interim Change Report For Supplemental Nutrition Assistance Program (SNAP)* ([DHS 852](#)).
- (I) **Exceptions to income verification**
- (1) **Some clients are paid under the table or do jobs that do not generate pay stubs (e.g., pick up cans). Interview the client about the income and the**

amount; narrate the situation and the client’s statements regarding the income. Include in the narration the reason pay verification is not available.

- (2) Some clients may earn marginal income from jobs that do not generate pay stubs (i.e., picking up cans, panhandling, selling plasma). Interview the client about the income and the amount; narrate the situation and the client’s statements regarding the income. Include in the narration the reason pay verification is not available.**

Example: *Jacob picks up cans and bottles and does odd jobs around the neighborhood. He does not have any verification of the money he has earned but tells you he earns enough to pay for his cigarettes each week. You talk to him about the amount and agree that \$30 a week is about what he earns. Narrate the jobs he does, and amounts he earns each week and why the verification is not available.*

VERIFICATION



Clients may have the ability to get verification even if it is considered marginal income. For example, a client is working for the same person in the neighborhood each week doing odd jobs: they may be able to get a statement from the neighbor to verify how much they are getting. In this case, you would request verification.



SEE [SNAP-B.6](#) FOR INFORMATION ON VERIFICATION FOR EXPEDITED SERVICE.

Verification; General Rule

[461-115-0610](#) — Verification; General

Required Verification and When to Verify; SNAP Rule

[461-115-0651](#) — Required Verification and When to Verify; SNAP

11. Verification for 30-day application processing and changes

(See [#23, A](#) for examples of expedited service.)

(A) The eligibility factors that must be verified are:

- (1) Identity ([SNAP-E.1](#)) of the applicant, the authorized representative(s) ([SNAP-B.15](#)), and the alternate payee;
- (2) Alien status for all adult noncitizens in the filing group ([SNAP-E.5](#)). Verify for children only if questionable. In addition, work quarters for LPRs whose eligibility is based on 40 qualifying work quarters;
- (3) Social Security number (SSN) ([SNAP-E.6](#)) or application for an SSN;
- (4) Countable income;
- (5) The actual amounts billed for medical before allowing the costs ([GP-A.18](#)) in the medical deduction ([SNAP-G.21](#));
- (6) Disability: when a student ([SNAP-E.3](#)) or an ABAWD ([SNAP-E.20](#)) claims they are unable to be employed due to a physical or mental condition and the physical or mental condition is not obvious;
- (7) The legal obligation to pay child support ([SNAP-G.22](#)) and the amount actually paid;
- (8) Work hours when a mandatory ABAWD living in a time limit county reports that they are working (paid or unpaid). This determines if they need to do additional work requirements. Also, when an ABAWD is ineligible due to having received three countable months and reports that they worked 80 hours in a 30-day period, and this is needed to support regaining of eligibility ([SNAP-E.24](#));
- (9) Questionable information ([GP-A.68](#)).
 - (a) Information is questionable when it is inconsistent with information provided in the application, received by the office or reported on previous applications.
- (10) If the applicant indicates they have just moved to Oregon or presents an out-of-state I.D., make two attempts to contact the other state and verify that the client is not receiving duplicate benefits. Narrate your contacts.



FOR EXAMPLES OF DOCUMENTS USED FOR VERIFICATION, SEE [MP-WG#2](#). ALSO SEE *PROOF FOR ELIGIBILITY (DHS 223)*.

- (11) If the applicant in waived or nonwaived counties indicates they moved to Oregon after January 1, 2019, and they are an ABAWD, ask the ABAWD if they received any counting months in the other state and make two attempts to that state to verify if counting months were given in any month since January 1, 2019, and the months. Follow the same procedures as used to verify the receipt of out-of-state benefits in [SNAP-B.12](#).
 - (12) When processing an application, get a month's worth of the most recent representative income verification. If you do not use the most recent income, be sure to narrate why. Request additional verification if needed (e.g., income is highly variable or needs to be annualized). (For terminated income see [SNAP-B.13](#).)
 - (13) If a SNAP customer reports attending Higher Education as a part of an E&T plan, the plan must be verified.
- (B) Anytime a client is asked to verify a cost (whether questionable or required), do not allow the deduction until the verification is provided. Remember to narrate the reason the cost is not allowed.
- (C) When a change in costs is reported during a report period that will increase benefits and verification is requested, continue the former deduction amount until the verification is received.

Income Deductions; SNAP Rule

[461-160-0430](#) — Income Deductions; SNAP



SEE EXAMPLES OF VERIFICATION FOR 30-DAY APPLICATION PROCESSING AND CHANGES ([SNAP-B.23.D](#)).

Supplemental Nutrition Assistance (SNAP) Verification Table

Eligibility Factors	CERTIFICATION		INTERIM CHANGE		RECERTIFICATION**	
	Verify	Accept Statement	Verify	Accept Statement	Verify	Accept Statement
Countable Income	X		X		X (see below)	
Medical costs	X		X (Only verify new costs that are provided)		X (see below)	
Child Support Deduction	X		Only if the amount paid or the order has changed		X	
ID of Head of Household	X			X	Only if a new applicant	ID of Head of Household
SSN	X			X	Only if not verified before	SSN
Noncitizen status for adults	X			X	Only if INS card is expired or status changed	
ID of other filing group members		X		X		X
Age		X		X		X
Residency		X		X		X
Household composition		X		X		X
Relationship		X		X		X
Citizenship		X		X		X
Resources		X		X		X
Work status		X		X		X
Work hours for ABAWD	X		X		X	

Eligibility Factors	CERTIFICATION		INTERIM CHANGE		RECERTIFICATION**	
	Verify	Accept Statement	Verify	Accept Statement	Verify	Accept Statement
Shelter cost		X		X		X
Utility allowance		X		X		X
Dependent care deduction		X		X		X
Pregnancy		X		X		X
Student status		X		X		X

- (D) Verification may be required for any information that is questionable, but if you request verification for something that is not required, you must narrate the reason you have requested the verification.
- (E) *Verification after initial certification:* Once verified, some items do not need to be verified again (i.e., SSN). Other items must be verified at recertification or when changes are reported.
- (F) Work hours for ABAWDs are to be verified when a change is reported. This may be working for pay, or unpaid as a volunteer or by bartering. Request verification of work hours. This can be in the form of a pay stub, a statement from the employer, *Proof of Work Hours for an ABAWD* (DHS 7450) or other verification. Ongoing verification each month is not required as the ABAWD is required to report when the hours drop below 20 hours a week.
- (G) At recertification verify:
 - (1) Countable income from any source;
 - (2) The actual amounts billed for medical before allowing the costs ([GP-A.18](#)) in the medical deduction ([SNAP-G.21](#));
 - (3) Change in the legal obligation to pay child support and the amount paid must always be verified.
- (H) At Interim Report processing, verify all income received in the fifth month of the certification period. If the client turns in the Interim Report late and provides more recent verification, that verification can be used as long as it is representative.
- (I) Mid-certification for cases in the Simplified Reporting System (SRS) (NOT Interim Report processing):
 - (1) Alien status and SSN when a new member joins the benefit group;

- (2) All changes in countable income;
 - (3) All changes in medical expenses used as a deduction;
 - (4) An order to pay child support and the amount being paid.
- (J) Mid-certification for cases in the Change Report System (CRS):
- (1) Income changes;
 - (2) The actual amounts billed for medical before allowing the costs ([GP-A.18](#)) in the medical deduction ([SNAP-G.21](#));
 - (3) Changes in the legal obligation to pay child support or in the amount the client is paying.
 - (4) Working ABAWD reports their work hours decreased to less than 20 hours a week.



SEE [SNAP-G.10](#) FOR THE DEFINITION OF “VERIFIED UPON RECEIPT” FOR CASES IN SRS.



SEE [CA-WG#1.7](#) FOR VERIFICATION OF SELF-EMPLOYMENT INCOME.

Required Verification and When to Verify; SNAP Rule

[461-115-0651](#) — Required Verification and When to Verify; SNAP

Categorical Eligibility for SNAP Rule

[461-135-0505](#) — Categorical Eligibility for SNAP

SNAP Time Limit and Special Requirements for ABAWD Rule

[461-135-0520](#) — SNAP Time Limit and Special Requirements for ABAWD

12. Verifying out-of-state-benefits and ABAWD counting months

(A) Out-of-state verification of benefits for EXPEDITED cases:

- (1) If the customer presents an out-of-state I.D., ask them when they moved to Oregon. In addition, if the customer does not present an out-of-state I.D., but indicates they have recently moved to Oregon, ask them when they moved.

- (2) When a customer has resided in Oregon longer than six (6) months, we do not need to verify benefits with the other state they moved from.
- (3) When a customer has moved to Oregon in the last six (6) months and applies for benefits and meets expedited criteria, ask them whether or not they are currently receiving benefits in the other state.
 - (a) If the customer is currently receiving benefits, they are not eligible for expedited benefits in Oregon. You must verify the benefits have ended in the other state before opening benefits in Oregon;
 - (b) If the customer states they have never received benefits or have received benefits previously, but tell you that their benefits have ended, for expedited cases only, follow the verification requirements in [SNAP-B.6.B](#). (Under expedited service, client statements and limited verification are used to determine eligibility for SNAP for a short period of time. All verification except identity ([SNAP-D.1](#)) may be postponed until later.)

In order to extend the certification for ongoing benefits for expedited cases, you must validate there are no benefits being received in the other state. Make at least two attempts to contact the other state and verify the client is not receiving benefits. If you have not received an answer from the other state after two attempts, narrate your contact attempts and certify the case if they are eligible.

(B) Out-of-state verification of benefits for NON-EXPEDITED cases:

- (1) If the customer presents an out-of-state I.D., ask them when they moved to Oregon. In addition, if the customer does not present an out-of-state I.D., but indicates they have recently moved to Oregon, ask them when they moved.
- (2) When a customer explains that they have resided in Oregon longer than six (6) months we do not need to verify benefits with the other state they moved from.
- (3) When a customer has moved to Oregon in the last six (6) months and applies for benefits and does not meet expedited criteria, ask them whether or not they are currently receiving benefits in the other state.
 - (a) If the customer is currently receiving benefits, they are not eligible for expedited benefits in Oregon. You must verify the benefits have ended in the other state before opening benefits in Oregon;

- (b) If the customer states they have never received benefits or received benefits recently, but tell you that their benefits have ended, make at least two attempts to contact the other state and verify the customer is not receiving benefits. The same procedure is to be followed for clients who state they have never received benefits. If you have not received an answer from the other state after two attempts, narrate your contact attempts and certify the case if they are eligible.

(C) Out-of-state verification of benefits and Pending:

You should not generally give pending notices to customers for items you will verify. For example, if you are required to verify that out-of-state benefits have ended prior to opening a SNAP case, you will be making contact with the other state. This is not something the customer will be doing. You should not be issuing the customer a pending notice for something that you will be responsible for doing.

In the rare circumstance that you are unable to verify benefits have closed, a pending notice can be issued to the customer (after you have attempted to validate the benefit closure yourself) in order to have them provide something showing the benefits are closed.

(D) Out-of-state verification of ABAWD countable months ([SNAP-E.23](#)):

If the customer indicates they received SNAP benefits in another state January 1, 2019, or later, ask them questions regarding their status in that state. Include questions on whether or not they were an ABAWD in that state; were they required to do work-related activities of 20 hours a week; did they receive any counting months for not doing those activities; if yes, what months? You must make at least two attempts to contact the other state and verify if the customer received any countable months after January 1, 2019, or later. Please narrate each of the attempts and the results of the call.

- (1) If the ABAWD resides in an area applying the SNAP time limits ([SNAP-e.19](#)), inform them of the need for verification if they used counting months in that state on the pending notice ([DHS 210](#) or the [SDS 539H](#)). This in addition to your making the two attempts to verify the information.
 - (a) If the client tells you they tried and could not obtain the information, and you could not obtain the verification after two attempts, make a reasonable determination based on their answers to the questions about ABAWD in the other state.
 - (b) If the client does not respond with the needed information or does not tell you they attempted to obtain the information but could not

get it and you were unsuccessful after two attempts, deny the application at the end of the application process for failure to provide the requested information.

- (E) If the ABAWD resides in a time-limit-exempt area in Oregon, inform them of the need for verification if they used counting months in that state on the pending notice, *Notice of information or verification needed for an Able-Bodied Adult Without Dependents (DHS 210ABW)*. The [DHS 210ABW](#) is a special pending notice which does not end in denial or case closure if the client fails to provide the requested information. This in addition to your making the two attempts to verify the information. Whether or not the client tells you they tried and could not obtain the information, and you could not obtain the verification after two attempts, make a reasonable determination based on their answers to the questions about ABAWD in the other state.
- (1) Enter any of the out-of-state ABAWD countable months on to the SNAP FSUP screen, TRACS and the SNAP Time Limit screen found on the client information (FIND) screen (CT1, CT2, CT3, CT4, CT5 or CT6). Narrate whom you contacted and the month in which the ABAWD earned the countable month.

Counting months received in another state count in Oregon if received January 2019 or later. Oregon is on a fixed clock and will not count months used in another state prior to January 1, 2019.

Helpful tips:

In the rare circumstance when you are unable to verify ABAWD countable months from the other state after you have made two attempts to validate countable months:

Ask the client if they:

1. Were a mandatory ABAWD?
2. Were they told there are SNAP time limits and they needed to do work-related activities each month to keep getting SNAP after three months?
3. Were they told they have used any of the three months for failing to do the work-related activities?
4. Did they have to do any work-related activities as part of receiving food benefits?

5. Did they lose food benefits due to not complying with a work programs or activity?
 - If no to the questions above, accept the client’s statement, narrate your contact attempts, and certify the case if they are eligible.
 - If yes to any of the above questions, a pending notice can be issued to the customer (after you have attempted to validate the countable months yourself) in order to have them provide something showing what countable months they may have earned from the other state. For expedited cases only, follow the verification requirements in SNAP-B.6.B. (Under expedited service, client statements and limited verification are used to determine eligibility for SNAP for a short period of time. All verification except identity ([SNAP-D.1](#)) may be postponed until later.)

13. Verifying terminated income and reduced work hours

- (A) Terminated income: It is not required that workers verify terminated income for multiple reasons. Follow the guidelines below:
 - (1) If the income was from a job, it can be difficult to obtain proof. In most cases, it is acceptable merely to talk to the client and get information on why the job ended, date last worked, and the date and amount of the last paycheck.
 - (2) If the work was seasonal or temporary, narrate the client’s statements and you are done. If the client is OFSET mandatory and job quit must be determined, begin by asking the client why the job ended. Was it a layoff or firing? If the client quit, what was the reason? Has the client applied for UC?
 - (3) If the termination of income is questionable, workers may contact the employer to verify the last day of work and the date of the final paycheck. However, many employers are reluctant to state that a worker has been fired or give any reason for termination. If the client is OFSET mandatory and did not have good cause for a job quit, advise them that a disqualification will be applied. In some cases (SUP, UC) income termination can be verified by a mainframe screen.
- (B) Reduced work hours: In most cases, a drop in employment hours must be verified before income can be reduced on the case. Although the client is responsible to obtain proof, the worker can get verification by talking to the employer. The exception is for jobs in which seasonal fluctuations or similar

circumstances explain the drop in hours (e.g., for retail sales or tourist employment, a cut in hours one month due to illness). For these cases when the work situation is generally known in the community, it is acceptable to narrate the reduction in work hours without pursuing verification.

14. Length of certification

- (A) When SNAP benefits are approved, assign the longest possible certification period while attempting to align the end date with companion benefits. It will not always be possible to align certification periods with other programs. The length depends on how long the client's circumstances can be anticipated and the report system they are in. Match the certification period with the household's situation. These are the guidelines:
- (1) Assign a one-month certification period for:
 - (a) Households who applied by the 15th of the month, meet expedited services criteria ([SNAP-B.6](#)) and are pending for ongoing months.
 - (2) Assign a two-month certification period for households which applied after the 15th of the month, meet expedited criteria and are pending for ongoing months.
 - (3) Assign a six-month certification period for all ABAWDS subject to the time limit.
 - (4) Assign a 24-month certification period if all the following are met:
 - (a) The case is in SRS.
 - (b) Every adult member is either 60 or older or meets the SNAP definition of disabled.
 - (c) The filing group has no earned income.
 - (d) The case is assigned to an APD or AAA office.
 - (5) Assign a 12-month certification period for all cases not meeting the criteria in (1) – (4) above.

CAUTION

ABAWD Certifications: SNAP cases containing an ABAWD who is subject to the time limit are to be assigned six-month certification period:

UCMS and FCAS End Dates

Example of coding end dates for CMS or FSMIS to align: redetermination and SNAP certification period to end 113019 and the TANF redetermination date as 1209.

- (B) Once the SNAP certification period is established, it cannot be shortened. If the household's circumstances change, determine if the household continues to be eligible to receive SNAP benefits. If ineligible, send a timely continuing benefit decision notice and end the benefits.
- (C) The certification period for SNAP may be extended if it was initially certified for a shorter period and is eligible for the longer certification period. Do not use a REC action. Instead, change the end date (not the start date) for the certification period with an ADJ action. To extend the certification period, the action must occur before the last day of the current certification period. See D below for when it is appropriate to extend the certification period.

CAUTION

You do not change the start date or use a REC action on cases unless you are processing a recertification. If you use a REC action, you are stating that you have received and processed a complete recertification packet, had a full eligibility interview with the client and completed a redetermination of their eligibility.

- (D) SNAP households may have their certification period extended in the following situations:
- (1) SNAP benefits were certified as expedited ([SNAP-B.6](#)) for one or two months and the requested verification was received.
 - (2) Transitional Benefit Alternative (TBA) begins and the certification period will expire prior to the end of the TBA period.
 - (3) When a NED case was certified for 12 months and is eligible for a 24-month certification and has not yet reached the 11th month.
 - (4) A member of the SNAP filing group is on JOBS Plus and the worksite agreement extends beyond the end of the assigned certification period.
- (E) The only time a certification period may be greater than 12 months (other than a NED household) is if a TBA period or TANF JOBS Plus worksite agreement extends beyond the end of the 12-month limit. When this happens, the length of the certification period may be extended to end the last month of the TBA or the end of the month past the end of the worksite period.
- (F) FCAS will send the household the notice (AB) to inform them the certification period is extended to the new ending date. The new benefit amount is included in this notice.

Periodic Redeterminations; SNAP Rule

[461-115-0450](tel:461-115-0450) — Periodic Redeterminations; SNAP

15. Authorized representatives and alternate payees

An *Authorized Representative* (AR) is an individual or organization that acts on behalf of an applicant or beneficiary during:

- Application process;
- Renewals or recertification of eligibility;
- Reporting changes; and
- Ongoing communications.

An AR designated for one program is the AR for all programs and benefits with the same *Head of Household, Primary Person or Primary Contact* except for:

- Temporary Assistance for Domestic Violence Survivors (TA-DVS) Program; and

- Long-term care service provider for the individual designating the AR.

The *Department* may accept a designation or termination of an AR via any of the following methods which includes either a handwritten or electronic signature of both the individual and the AR:

- Internet;
- Email;
- Mail;
- Telephonic Recording;
- In person; or
- Other electronic means.

If the designated AR:

- Is in the *eligibility determination group*, all individuals whose financial and non-financial information is considered when determining eligibility, they do not need to complete the *Authorized Representative and Alternate Payee* ([MSC 231](#));
- If the designated AR is outside of the eligibility determination group, the [MSC 231](#) needs to be completed.

The following individuals can designate an AR:

- The head of household, primary person, or primary contact of any age;
- Any individual age 18 and older that is included in the *eligibility determination group*;
- An individual given legal guardianship or power of attorney who is included in the *eligibility determination group*; and
- The *Department* when it is determined.
 - An AR is needed based on the individual’s physical or mental capacity to handle their own affairs; and
 - An AR has not been designated for the individual.

An AR cannot be any of the following; though exceptions can be made at the discretion of the *Department* when there are no other available AR options:

- An individual serving a disqualification for intentional program violation;
- A person who may cause harm;
- A person who may have a conflict of interest;
 - Landlords and other vendors of goods or items who deal directly with the client. Including retailers who accept SNAP benefits or are authorized to accept *Department* Electronic Benefit Transfer (EBT) cards;
 - *Department* employees and any employee of a contractor which is involved in the certification and issuance process for Department benefits. An exception can be made only with the written permission of the SNAP Program Administrator or their designee; and
- Homeless meal providers for homeless SNAP recipients.

The AR may do any of the following:

- Complete, sign and submit any applications, renewals, or documents on the applicant or recipient's behalf;
- Receive copies of notices and other communications from the Department; and
- Act on behalf of the applicant or recipient by reporting information and submitting requests to the Department.

The AR must maintain the confidentiality of any information provided by the Department regarding the represented individual.

An AR can be terminated when:

- The represented individual notifying the *Department* that the designation is terminated;
- The represented individual appoints a new AR;
- The AR notifies the *Department* that the designation is terminated;
- The *Department* determines the AR is no longer permitted; or
- There is a change in the legal authority upon which the individual or organization was based.

Authorized Representatives; General Rule

[461-115-0090](#) — Authorized Representatives; General

Authorized Representative or Alternate Payee; SNAP Rule

[461-115-0140](#) — Authorized Representative or Alternate Payee; SNAP

An *Alternate Payee* (AP) is an individual or organization authorized by another individual to obtain and use benefits for and in the best interest of the *benefit group*. When an AP is designated, the *Department* may issue an Electronic Benefit Transfer (EBT) card or other program benefits to the *alternate payee*.

The following individuals may appoint an AP in writing on an *Authorized Representative and Alternate Payee* ([MSC 231](#)) form:

- The head of household, primary person, primary contact, or authorized representative of any age;
- An individual given legal guardianship or power of attorney for an individual age 18 and older; and
- The Department may appoint an emergency AP.

An AP cannot be any of the following, exceptions can be made at the discretion of the *Department* when there are no other available AP options:

- An individual serving a disqualification for intentional program violation;
- A person who may cause harm;
- A person who may have a conflict of interest;
 - Landlords and other vendors of goods or items who deal directly with the client. Including retailers who accept SNAP benefits or are authorized to accept *Department* Electronic Benefit Transfer (EBT) cards;
 - *Department* employees and any employee of a contractor which is involved in the certification and issuance process for Department benefits. An exception can be made only with the written permission of the SNAP Program Administrator or their designee; and
- Homeless meal providers for homeless SNAP recipients.

An AP can be terminated when:

- The represented individual notifying the *Department* that the designation is terminated;
- The AP notifies the *Department* that the designation is terminated;
- The *Department* determines the AP is no longer permitted; or
- There is a change in the legal authority upon which the individual or organization was based.

Authorized Representatives; General Rule

[461-115-0090](#) — Authorized Representatives; General

Alternate Payees

[461-165-0035](#) — Alternate Payees

16. Disposition of the application

- (A) When eligibility cannot be determined at the intake interview ([SNAP-B.8](#)), branches give or send a pending notice, *Notice of Pending Status* ([DHS 210](#)) or *Notification of Pending Status* ([SDS 539H](#)) to the client, which holds the case in pending status. The notice must inform the client what information is needed or requirements must be met to be eligible, and the date by which this must be done.
- (B) When an application for benefits is approved or denied ([SNAP-B.17](#)), send a basic decision notice ([SNAP-I.11](#)). The effective date ([GP-A.28](#)) for a denial is the date the decision is made. The decision is made either on the date it is determined the group is not eligible, or at the end of the application processing time frame ([SNAP-B.9](#)) (when clients fail to follow through with the process), whichever is earlier. Regardless of whether the application is approved or denied, code the action on FCAS.
- (C) The FCAS computer system automatically sends the approval notice “A” when the case is certified (CRT or REC transaction codes). Some denial notices are also sent by the computer with a DEN transaction code and certain reason codes. Every Reas code marked with an asterisk(*) in the Help window {F1} on FSMIS generates a notice.
- (D) Whenever a worker is denying an application for any other reason, or denying some individuals rather than the whole group, a basic decision notice is

required. Send the *Notice of Decision and Action Taken* ([DHS 456](#)) or *Notification of Planned Action* ([SDS 540](#)) noting the reason for the denial action.

17. Effective dates on applications

(See [#23, E](#) for examples of expedited service.)

- (A) The effective date ([GP-A.28](#)) for approval is the filing date ([SNAP-B.5](#)), as long as the filing group ([SNAP-C.2](#)) was eligible on that date. Use the filing date only if the group attended the interview and provided the necessary verification ([SNAP-B.11](#)) within the processing time frame ([SNAP-B.9](#)), or within the extended processing time frame.
- (1) *Approval*. For SNAP filing groups making an initial application or applying after the end of their certification period, the effective date for starting benefits is one of the following:
 - (2) If verification is provided within one of the following time frames, the effective date is the filing date, as long as all eligibility requirements are met on the filing date. If all eligibility requirements are not met on the filing date, the effective date is the date all eligibility requirements are met;
 - (a) 30 days after the filing date;
 - (b) 60 days after the filing date, if the filing group is given extra time to provide required information per OAR [461-115-0210](#).
 - (3) If verification is not provided within the time frames listed above, the effective date for starting benefits is the date the required verification is provided, if all the following are true:
 - (a) The verification is received between 30 and 60 calendar days after the filing date;
 - (b) No extra time was given to provide the verification;
 - (c) All eligibility requirements are met on the date the verification is provided.

Effective Dates; Initial Month SNAP Benefits Rule

[461-180-0080](#) — Effective Dates; Initial Month SNAP Benefits

- (B) *Denial*. The effective date for denying benefits is the earlier of the following:
- (1) The date the decision is made that the client is not eligible; OR
 - (2) The last day of the application processing time frame, if the application, interview, or required verification is incomplete.

Effective Dates; Denial of Benefits: Rule

[461-180-0060](#) — Effective Dates; Denial of Benefits:

- (C) All new application or recerts on expired certifications are to be entered on to the computer in Pend Status within 48 hours of the filing date. Minimum information needed for entry is case name, address, filing date, language and alternate format (if applicable).
- (D) This will allow the computer to send an auto deny on the 30th day (or first working day after the 30th day, if the 30th day is a weekend or holiday), for those cases in which the application process was not completed. If the worker is extending beyond the 30-day time period, a household type of EAT must be entered on FSMIS to stop the automatic denial from happening.



FOR MORE INFORMATION ABOUT ALLOWING EXTRA TIME FOR VERIFICATION, SEE [SNAP-B.9](#).



SEE EXAMPLES OF EFFECTIVE DATES ON APPLICATIONS: EFFECTIVE DATE IS NOT THE FILING DATE ([SNAP-B.23.E](#)).

Definitions for Chapter 461 Rule

[461-001-0000](#) — Definitions for Chapter 461

Application Process; General Rule

[461-115-0010](#) — Application Process; General

Notice Situations; General Information Rule

[461-175-0200](#) — Notice Situations; General Information

18. Redetermination of eligibility; overview

- (A) At initial application, a filing group ([SNAP-C.2](#)) is approved for benefits for a specific certification period. Clients are given the opportunity to reapply before the current certification period ends so that benefits are not interrupted. This is

called a redetermination. A redetermination ([GP-A.70](#)) of eligibility is made to approve or deny continuing benefits.

RECERTIFICATION NOTICES



Recertification notices or packets are automatically sent to ongoing clients. Do not send recertification packets out of state, even if the client indicates that they plan to return to Oregon.

- (B) If eligibility for SNAP benefits becomes questionable during the certification period because of a reported change or new information, the change in circumstances needs to be addressed. Do not require a new application. The reported changes and worker's subsequent action should be documented in TRACS or ACCESS in a timely manner.



SEE [SNAP-I.8](#) FOR ACTION ON CHANGES DURING A CERTIFICATION PERIOD AND [SNAP-B.14](#) ON LENGTH OF CERTIFICATION PERIODS.

- (C) SNAP clients with companion ERDC or TANF cases can complete one application for both redeterminations of eligibility. Whenever possible, align the end dates for all benefits.

Periodic Redeterminations; SNAP Rule

[461-115-0450](#) — Periodic Redeterminations; SNAP

- (D) Clients receiving TBA will automatically be required to complete an application for redetermination at the end of the TBA period. This is true even if there are months remaining on the certification period that began before TBA.

Transitional Benefit Alternative (TBA) in the SNAP Program Rule

[461-135-0506](#) — Transitional Benefit Alternative (TBA) in the SNAP Program

FILING DATE



Once a case has closed and there has been a break in benefits of even one day, the client must reapply and establish a new filing date. The only exception is for CRS cases closed because mail was returned by the post office marked "moved, unable to forward" and the closing code was RM.



SEE [SNAP-I.5](#).

19. Notice of redetermination

- (A) For certification periods longer than two months, the system automatically sends the *FS Redetermination Due* notice (FCAS notice “C2”), about 45 days before the end of a certification period. The notice tells the client the date their certification period ends, that they must reapply to continue getting benefits and that they have a right to a hearing.

Notice Situations - Expiration of Certification Period; ERDC, SNAP, TANF Rule

[461-175-0222](#) — Notice Situations - Expiration of Certification Period; ERDC, SNAP, TANF

- (B) When a filing group ([SNAP-C.2](#)) is certified for one or two months (and not expedited), give the client a notice about when the benefits will end at application, since the system will not have the necessary lead time to issue a notice.
- (C) Once established, the certification period cannot be shortened. Instead, the worker must redetermine eligibility as each change is reported. When the group becomes ineligible, the SNAP benefit case must be closed.



SEE [SNAP-I.8](#) FOR ACTIONS ON CHANGES REPORTED DURING THE CERTIFICATION PERIOD.

Notice Situation; Benefits for Less Than 30 Days Rule

[461-175-0205](#) — Notice Situation; Benefits for Less Than 30 Days

20. Redetermination process and interview

- (A) The redetermination ([GP-A.70](#)) process involves establishing a filing date ([SNAP-B.5](#)), conducting an interview ([SNAP-B.8](#)), review of the application and supporting verifications ([SNAP-B.11](#)), and an eligibility determination the same as with an initial application. Clients must cooperate in the redetermination. Failure to do so causes ineligibility and benefits are not recertified.
- (B) If the filing date is before the 15th day of the last month of the prior certification period, the interview must be conducted before the end of the certification

period. Clients must be given the opportunity to receive the benefits for the new certification period on the normal issuance date.

✓ SEE [SNAP-B.9](#) ON APPLICATION PROCESSING TIME FRAMES AND [SNAP-B.20](#) ON THE CLIENT'S RIGHTS TO UNINTERRUPTED BENEFITS AT RECERTIFICATION.

- (C) As a part of the redetermination process, some clients may be entitled to expedited services ([SNAP-B.6](#)). They are only eligible for expedited services if they meet the eligibility criteria and their filing date is after the ending date of the prior certification period. In other words, there must be a break in benefits.
- (D) In addition to the possibility of expedited services, benefits must be prorated ([SNAP-G.29](#)) at recertification if the household established the filing date after the prior certification period ended.
- (E) Similar to an initial application, an interview is required before eligibility is redetermined. The in-office interview may be waived (see [SNAP-B.8](#)) but it must be replaced by a telephone or home visit interview. If the client does not attend the interview, the Notice of Missed Interview must be sent ([SNAP-B.8](#)) and a denial action is required on the 30th day from the filing date.

✓ SEE [SNAP-B.8](#) FOR POLICY REGARDING INTERVIEWS AND REASONS FOR WAIVING THE FACE-TO-FACE IN-OFFICE INTERVIEW.

Interviews Rule

[461-115-0230](#) — Interviews

- (F) As with the initial certification application process, clients are required to provide verification at each redetermination. Verifications that were provided with the initial application and have not changed do not need to be requested again. Generally, income needs to be verified with each application and reapplication. Give applicants for recertification a written request for verification and allow them at least 10 days to provide the verification.

✓ SEE [SNAP-B.11](#) FOR MORE ABOUT VERIFICATION.

- (G) A prior paper application may be used during the redetermination process. This involves reviewing the prior application with the client and having the client initial any changes and re-sign and re-date the form. This process requires interviewing the client face-to-face. Applications may be reused in this manner as long as a new application is completed once every 12 months.

- (1) Clients receiving TANF should have their redetermination processed in time to receive their benefits on the regular issuance date if they return their application and provide the needed verifications before the end of the current certification period.
- (H) *For Aging Disabled offices:* There are a number of ways to process the ACCESS application at redetermination:
 - (1) During the redetermination interview, changes can be made to ACCESS and the client can sign the new application;
 - (2) If a phone interview is done, the application can be mailed to the client after the interview to be reviewed and signed (“Clear defaults” should be selected);
 - (3) If a home visit is done, a Redetermination Application (contains only basic demographics) can be printed from ACCESS and used during the interview in the home;
 - (4) The Redetermination Application can be mailed to the client, completed and returned to the local office. An interview to review the application can then be completed.

Periodic Redeterminations; SNAP Rule

[461-115-0450](#) — Periodic Redeterminations; SNAP



SEE [SNAP-B.14](#) FOR INFORMATION ON ALIGNING CERTIFICATION OR REDETERMINATION PERIODS.

Periodic Redeterminations; SNAP Rule

[461-115-0450](#) — Periodic Redeterminations; SNAP

21. Right to uninterrupted benefits

- (A) Clients establish a filing date ([SNAP-B.5](#)) when they turn in their redetermination application. Clients not receiving TANF or GA will receive uninterrupted benefits if they file their redetermination papers and complete their interview ([SNAP-B.8](#)) by:
 - (1) The 15th of the last month of their certification period if they were approved for two or more months; or
 - (2) Within 15 days of receipt of the Notice of Expiration, if they were approved for less than two months.

RECERTIFICATION PAPERS



This means workers need to process the recertification papers in such a manner that allows the client 10 days to provide requested verification before the end of the current certification period.

- (B) Clients receiving TANF or GA are entitled to uninterrupted benefits if they file their redetermination papers in a timely manner. Redetermination papers are considered filed in a timely manner when they are received by the department by the 15th day of the last month of a certification period. This means, rather than the normal 30-day processing, they must have their benefits for the following month issued on the regular issuance date. Clients on TANF or GA also must not have benefits interrupted while eligibility is redetermined for the cash program.

Periodic Redeterminations; SNAP Rule

[461-115-0450](#) — Periodic Redeterminations; SNAP

22. Acting on changes from the redetermination

- (A) At the end of the certification period, adjust or end benefits for the next certification period by sending a basic decision notice, because notice requirements are the same as for initial approval of benefits. The system sends the notice when the recertification (REC) action is coded.
- (B) Should the client request a hearing and continuing benefits in the amount of their previous month's benefits, do not allow the continuing benefits. This is because benefits for the prior amount ended with the end of the certification period. A new eligibility and benefit level must be established with each certification period.

Continuation of Benefits Rule

[461-025-0311](#) — Continuation of Benefits

Notice Situations; General Information Rule

[461-175-0200](#) — Notice Situations; General Information



FOR ACTION ON CHANGES PRIOR TO THE END OF THE CERTIFICATION PERIOD, SEE [SNAP-I.8](#).

23. SNAP B – Application examples (Examples correspond to section numbers above.)

A. Expedited service examples (See [#6](#) for expedited service information.)

Example 1: *A client applied for SNAP benefits on June 18 and meets the expedited criteria. They come into the office for their interview on June 25. This is the seventh calendar day following the filing date. Identification is viewed. SNAP eligibility is determined based on the application and client statements in the interview. A pending notice ([DHS 210](#) or [SDS 539H](#)) is given to verify income and SSN.*

Example 2: *A noncitizen has \$100 a month income and no resources. They also have a noncitizen status that makes them ineligible for SNAP benefits. This client meets the expedited service criteria, but is denied because they do not meet all other SNAP eligibility requirements.*

Example 3: *A noncitizen has \$100 a month income and no resources. They also have a noncitizen status that appears SNAP eligible, but SAVE says to implement secondary verification. This client is approved for SNAP benefits because they appear to meet all eligibility requirements and the eligibility decision cannot be delayed beyond the seven-day processing time frame waiting for the secondary verification from SAVE.*

Example 4: *A client applied for SNAP benefits on August 18 and meets the expedited criteria. They come into the office for their interview on August 25. This is the seventh calendar day following the filing date. Identification is viewed. The client is mandatory and an ABAWD living in a time-limit area. They previously received CT1, CT2, and CT3. They lost benefits for exceeding the SNAP time limit. This client has not worked since their benefits ended and do not meet an ABAWD exemption. They are not eligible for expedited service or SNAP until they regain eligibility.*

Example 5: *A client applied for SNAP benefits on February 4 and meets the expedited criteria. They complete the interview on February 4. They are an ABAWD and live in a time-limit area. The client does not meet an ABAWD exemption and previously received CT1, CT2, and CT3, resulting in case closure at the end of October. They stated they worked 100 hours in December. They are eligible for expedited services if you are able to verify the hours right away. If not, they are given a pending notice ([DHS 210ABW](#)) requesting*

proof of their work hours in December and case is opened when that verification is received.

B. Withdrawn applications examples (See [#7](#) for application withdrawal information.)

Example 1: *Meg is receiving SNAP benefits through March 31. In December, she applies for medical and SNAP benefits. The worker should clarify to Meg that she is already receiving SNAP benefits and there is no need to reapply. Narrate this conversation and no denial notice is needed.*

C. Application processing time frames examples (See [#9](#) for application processing timeframe information.)

Example 1: *A client completes the interview in the first 20 days from the filing date but calls their worker on day 26 of the application period to say that they are not able to get all of the verification before day 35 because the source is out of town. The worker extends the application processing period to day 35 and adds the EAT HH Type code to FSMIS. The client provides the requested verification on day 35, eligibility is determined and benefits are opened back to the filing date.*

Example 2: *A client asks for a SNAP application, the office is so backed up that they cannot schedule the interview before the 21st day from the filing date. The client shows for the interview, and is given a [DHS 210](#) or [SDS 539H](#) pending notice asking for the information by the 31st day. They provide the requested verification on day 31. Eligibility is determined and benefits are issued back to the filing date.*

Example 3: *A client asks for a SNAP application, the office is so backed up that they cannot schedule the interview before the 21st day from the filing date. The client shows for the interview, is an ABAWD who is mandatory and resides in a time-limit area. They previously received CT1, CT2 and CT3 before their benefits ended for exceeding the SNAP time limit. They have not worked since they last received benefits. They are referred to the contractor for the work requirements. The client is given the Simplified Reporting System for Able-Bodied Adults Without Dependents (ABAWD) ([DHS 854](#)) regarding ABAWD. They are also given a [DHS 210](#) or [SDS 539H](#) pending notice asking for the information and the work requirements by the 31st day. Note EAT on the pending FCAS*

screen and narrate the need to extend the 30-day application period to allow the client to do the 80 hours of work activities to regain eligibility.

D. Verification for 30-day application processing and changes examples (See [#11](#) for application and changes information.)

Example 1: *Adam reports his rent increased from \$250 a month to \$550. He is in HUD housing and the worker questioning the new amount requested verification on a [DHS 210A](#). The shelter deduction of \$250 continues until the verification is received.*

Example 2: *Beth reports she is only paying \$200 in court-ordered child support due to a loss of income. She was paying \$300 at the start of the certification. Continue the FSMIS deduction code of COS of \$300 until the proof is received.*

E. Effective dates on applications examples (See [#16](#) for effective date information.)

Example 1: *A group applies for SNAP benefits on May 10. They have already received benefits in another state in May. They are ineligible on the filing date. The effective date is June 1, if they have closed their other SNAP case.*

Example 2: *When the group provides verification within 30 to 60 days after their filing date and the office did not give them extra time to do this, then, the effective date is the date they provide the verification, as long as they meet all eligibility requirements on that date.*

Example 3: *The effective date is the first of the month for groups including migrant ([GP-A.55](#)) or seasonal ([GP-A.74](#)) farm workers ([SNAP-J.1](#)) who received SNAP benefits in another state the month before applying for SNAP benefits in Oregon.*

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