H. Issuing Benefits for SNAP

1. General information

SNAP benefits are issued using more than one method. The primary method is EBT.

See IB-a.1 for issuance methods.

2. SNAP Cash-Out Project for SSI or seniors

When all members of a SNAP filing group are at least 65 years old or are SSI recipients and reside in Clackamas, Columbia, Multnomah or Washington counties, they receive their SNAP benefits through the “cash-out” program. This is called the SNAP Cash-Out project.

Clients receiving SNAP Cash-Out must meet the same eligibility criteria as other SNAP participants. To receive their benefits using cash-out, each person in the filing group must be one of the following:

- Individuals living alone who are 65 years of age or older or have been determined eligible to receive SSI benefits under title XVI of the Social Security Act; OR
- Individuals living together, all of whom are 65 years of age or older or have been determined eligible to receive SSI benefits under title XVI of the Social Security Act.

The SNAP Cash-Out benefits may be issued in one of three ways:

- EBT – SNAP are issued as a cash benefit into an EBT account. These are accessed as cash transactions. For ongoing monthly issuances, these are available on the first day of each month. The staggered mail schedule used for EBT SNAP benefits is not used for EBT benefits in the SNAP Cash-Out project;
- Direct Deposit (DD) – SNAP benefits are issued by direct deposit into their private bank or credit union account. For ongoing monthly issuances, these are available on the third bank day of the month;
- Check – SNAP benefits are issued by check and mailed to the client. For ongoing monthly issuances, these are mailed on the first mail day of the month.

These SNAP Cash-Out benefits are cash benefits and, as such, may be used to purchase food and nonfood items and for cash withdrawals. When a client’s status changes from
SNAP Cash-Out client to a regular SNAP client, the case manager must explain how this change will affect their benefits.

<table>
<thead>
<tr>
<th>CASH-OUT CLIENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash-out clients may be exempted from EBT or Direct Deposit participation, if, in the professional judgment of the case manager and supervisor, the SNAP cash-out client has a medical or psychological condition (documented or not) that makes it very difficult for them to adapt to using an EBT card and they do not have a bank account for Direct Deposit. See Computer Guide Chapter IV-D.7 (7) on how to issue a check cash-out clients.</td>
</tr>
</tbody>
</table>

FSMIS has been modified to support the SNAP Cash-Out project. The computer program will use the case coding to determine if the client is age 65 or older and/or receiving SSI. The branch cost center is used to determine if the client lives in the cash-out area. There is no need to change the codes on FSMIS. The REL ATP code will be the same whether benefits are issued as EBT (cash) SNAP Cash-Out or EBT SNAP benefits. The two-character REL ATP code will be the same whether benefits are issued as EBT (cash) SNAP Cash-Out or EBT SNAP benefits. The two-character REL ATP code will start with a “D” if the case is direct deposit or “E” for EBT or Check. FSMIS automatically determines if the client gets EBT SNAP Cash-Out or EBT SNAP benefits.

To issue using EBT: To use the EBT issuance method, code the case the same as all other SNAP cases. The client must have an active EBT case and an EBT card. Normal ongoing issuances show up on FSUP page 3 with an EG.

✔ See Computer Guide, chapter x for a full explanation of EBT transactions.

<table>
<thead>
<tr>
<th>CHANGING SNAP CASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>To change a SNAP case from receiving cash-out checks to EBT, type S in the CHG Status field and press {F9} to save on the EBCAS screen.</td>
</tr>
</tbody>
</table>

To issue using Direct Deposit: To issue benefits using direct deposit, the client must have an EBT case. The EBT case must have an A-active or S-sent/submitted code in the status field on EBCAS. When there is an active EBT case and an active enrollment record, the direct deposit enrollment flag (DD) on FSUP page 1 will be Y. For normal monthly issuances, the Rel ATP code on FSUP page 3 will be DG.
Enrollment in Direct Deposit – The client must complete the Request For Direct Deposit – A Safer, Easier Way to Put Your Benefits in Your Bank Account form (AFS 7262). Send the completed form to the CMU unit. The DD enrollment record is created (submission code 1) and a prenote is sent overnight to the bank. The enrollment record becomes active the next day.

---


---

Monthly issuances – During monthly processing, the system will check each SNAP Cash-Out case. If there is not a direct deposit account, the benefits will be sent to EBT.

Coding Initial/Exceptional Issuances – To issue initial benefits or any exceptional benefits (supplements, retroactive, etc.) through direct deposit, use D in the left-hand digit of the Rel-ATP. The client must have a direct deposit enrollment in active status (DD:Y) for you to use the D Rel-Code.

---

See the Computer Guide, section IV-c.82 for more information on REL-ATP codes.

---

Direct Deposit Rejected – If the direct deposit could not be made, a notice is sent to DHS Accounting, which forwards the information to CMU. CMU will contact the field office. The local office must determine the appropriate action. If the client has an EBT card, they may use it to access their benefits. If the client cannot use EBT to access their benefits, the local office can cancel the EBT benefit and issue a revolving fund or special pay check. Use pay reason code 81-FS Cash-Out Replacement.

To issue using a Check: To issue using a check, the client’s EBT case status must be changed to T on the EBCAS screen. Normal ongoing issuances show up on FSUP page 3 with a CG.

To issue initial benefits or any exceptional benefits (supplements, retroactive, etc.) by check, use C in the left-hand digit of the Rel-ATP. The client must have a T EBT case status for you to use the C Rel-Code.
Using a T code on EBCAS status cuts the EBT connection to E-Funds, and EBT information will no longer be available. In order to complete transactions on untouched issuances on EBISH, or to view financial EBT transactions completed prior to bypassing EBT, you will need to reconnect to EBT.

**SNAP Cash-Out Rule**

461-165-0082 — SNAP Cash-Out

3. **Access to benefits via EBT**

   ✔️ See IB-a.11 regarding how SNAP benefits are accessed via EBT.

4. **EBT benefit aging**

   EBT benefits will age off the system after 12 months from the date of issuance if they are not used. Once they age off the system, they are expunged from the state and are no longer available and cannot be restored. Clients will receive a notice prior to benefits aging off letting them know they need to spend their benefits.

   ✔️ See IB-a.14 regarding SNAP benefits aging off after 12 months of no access.

5. **Client moves out of state; EBT**

   Unknown to many, access to Oregon SNAP benefits are available to clients visiting family or friends in another state. Most stores in other states can accept the Oregon Trail Card.

   ✔️ See IB-a.18 on giving clients access to benefits in their EBT account when they move out of state.
6. **Nonstandard living situations and EBT**

See **IB-a.19** on how clients access their benefits when living in a nonstandard living situation (**GP-a.58**).

7. **Concurrent and duplicate program benefits**

Clients cannot get SNAP benefits in two different filing groups (**SNAP-C.2**) in the same month. This is true in Oregon as well as from another state. There is one exception for clients in a domestic violence (DV) situation. This is where the client leaves the filing group and moves into a DV shelter (**GP-A.27**) or a safe home (**GP-A.73**) and leaves the balance of the SNAP benefits with the abuser.

**Concurrent and Duplicate Program Benefits Rule**

461-165-0030 — Concurrent and Duplicate Program Benefits

See **IB-a.29** for information on verifying status when a client moves to Oregon from another state.

**CALIFORNIA SSI AND SNAP**

A person receiving SSI from California is also receiving SNAP as a part of the SSI payment. They are not eligible for SNAP from Oregon until the SSI is transferred to Oregon. The Nutritional Assistance Program (NAP) benefits issued in American Samoa, the Northern Mariana Islands (Saipan, Tinian, Rota, Pagan) and Puerto Rico are not the same as SNAP and do not affect SNAP eligibility in Oregon.

See **SNAP-g.18** for more information.

**DV SITUATION AND SNAP**

In a DV situation, ask the client to sign the *Voluntary Agreement to Take Action on Case* (**MSC 457D**) to remove self, plus any children from the SNAP case. This enables the SNAP worker to set up a new SNAP case for the new group. Do not forget to send the head of household for the original case a reduction notice letting them know another adult in their filing group voluntarily requested change.
8. **Benefits of less than $10**

In the initial month, a SNAP benefit group is not eligible for benefits if the allotment is less than $10. For ongoing months, SNAP benefits are issued as follows:

The minimum monthly SNAP benefit is $15 for one- or two-person benefit groups. Clients will sometimes get zero benefits when it is their first month of benefits and the benefits are prorated (SNAP-g.29). The minimum monthly SNAP benefit is the calculated amount for benefit groups of three persons or greater. Except if the calculated amount is $1, $3 or $5, the benefits are $2, $4 or $6 respectively.

<table>
<thead>
<tr>
<th>Minimum Benefit Amount; REF, SNAP, TANF Rule</th>
</tr>
</thead>
<tbody>
<tr>
<td>461-165-0060 — Minimum Benefit Amount; REF, SNAP, TANF</td>
</tr>
</tbody>
</table>

See SNAP-g.27 for more information on benefit calculation.

See IB-a.33 for more information.

9. **Issuance of SNAP benefits**

For ongoing months, SNAP benefits issued by EBT are issued based on the last digit of the case number over the first nine calendar days of the month. Those people who are receiving SNAP Cash-Out are getting their benefits on the first of the month.

<table>
<thead>
<tr>
<th>Issuance Date of Benefit Rule</th>
</tr>
</thead>
<tbody>
<tr>
<td>461-165-0100 — Issuance Date of Benefit</td>
</tr>
</tbody>
</table>

See IB-a.37 for more information.

10. **Prorating benefits**

See SNAP-g.29 for more information.
11. **Exceptions to staggered issuance**

Ongoing SNAP benefits are issued using the staggered issuance except for the second month’s allotment of SNAP benefits if the filing date (SNAP-B.5) is after the 15th of the month and the application is not for a redetermination (GP-A.70) of eligibility and SNAP Cash-Out.

See **IB-a.38** for how benefits are issued when they are not staggered.

---

**Exception to Staggered Issuance; SNAP Rule**

461-165-0105 — Exception to Staggered Issuance; SNAP

---

12. **Issuing expedited SNAP benefits**

Ensure that filing groups (SNAP-C.2) qualifying for expedited services (SNAP-B.6) receive their benefits by the seventh calendar day following the filing date (SNAP-B.5).

Applicants qualifying for expedited SNAP benefits who apply on or before the 15th of the month get only the initial month (GP-A.47) of SNAP using expedited service. Any requested verification (SNAP-B.10) must be provided before issuing the second and following months of benefits. Code FSMIS so that the second month’s benefits are not automatically issued.

Applicants qualifying for expedited SNAP benefits who apply after the 15th of the month may get the initial and second months SNAP benefits using expedited service. Requested verification must be provided before issuing the third and following months of benefits. In this situation, it is recommended workers use a two-month certification and extend the certification period when the postponed verification is provided.

See **IB-a.39**.

---

13. **JOBS Plus for TANF/SNAP companion cases**

TANF participants may be placed in a JOBS Plus assignment up to six months (with a potential for extension) as part of their JOBS activity. JOBS Plus provides an incentive to participants and employers through subsidized employment in the public or private sector where the participant is placed on the employer’s payroll and the family’s TANF/SNAP benefits are suspended.
It is important for the participant to understand that SNAP benefits are diverted for the entire filing group. Although the case remains open, no issuance is made. If, for example, a minor parent living with her own parents and siblings is placed into a JOBS Plus worksite, no one in the filing group will receive SNAP benefits as long as the job continues.

Take the following actions to suspend payment of SNAP for TANF JOBS Plus participants:

- Send the *Notice of Entering Job Opportunities and Basic Skills (JOBS) Plus Program (DHS 7874)* explaining that TANF and SNAP benefits will stop effective the end of the month in which the client receives their first JOBS Plus paycheck;

- Using an ADJ transaction code, add the PL hold code, PLS HH Type and TANF GNT amount (before JOBS Plus started) to FSMIS effective the first of the month after the client receives their first JOBS Plus paycheck;

- Extend the recert date (Expr Cert) to the month after the month in which the assignment is scheduled to end;

- Remove SNAP from SRS and convert to CRS.

**NOTE**

*For additional JOBS Plus coding guidance, see JOBS Plus Cheat Sheet.*

To ensure that TANF or SNAP participants do not incur a net loss of income because of participating in JOBS Plus, DHS mails to the participant a supplemental check for the portion of income that falls below their benefit equivalency.

TANF and SNAP benefits resume the first of the month after the JOBS Plus worksite assignment ends. To restore benefit issuance, remove the PLS HH Type and PL Hold codes. Use prospective eligibility and budgeting for ongoing months. There is no need for the client to reapply, unless the certification period is ending.

Other considerations for JOBS Plus clients:

- JOBS Plus wages are excluded income;

- If the client is hired as a direct employee and goes over income for TANF, transfer their SNAP case into TBA.
14. Benefits to survivors

- See IB-a.43 for what to do when all members of the filing group (SNAP-c.2) die and what to do when the head of household dies but other members of the filing group are alive.

15. Restoration of benefits

SNAP clients may only have benefits restored or supplemented when the department made an error that caused the household to get fewer benefits than it was entitled to.

If a client notifies the office that a member of the filing group has left the household, the branch is to cancel any EBT card the member who left the household may have. If the office fails to cancel the card, this is an administrative error and the benefits that are used by the person who left must be restored to the filing group.

- See IB-b.2 regarding the restoration of benefits.

16. Calculating restored or lost benefits

Before issuing restored benefits for SNAP, check to be sure there is not an unpaid overpayment. In SNAP, the restored benefits must first of all be used to repay an existing overpayment before the balance can be given to the household.

Use the Notice of Restoration of Benefits (DHS 362) to document restoration. This form also serves as the client’s notice of restoration of benefits. Include all previous months on the same DHS 362. In some instances the restoration is for a full 12 months, and is so great that it is not reasonable to give the full amount to the household at once. In this
instance, note how the restoration will be divided and make a tickler to manually issue the restored benefits according to the schedule set on the notice. Notice Writer FS00362 can also be used instead of form **DHS 362**.

### RESTORATIONS’ LIMIT

Restorations are limited to the most recent 12-month period.

### Effective Dates; Restored Benefits Rule

**461-180-0130** — Effective Dates; Restored Benefits

### FULL RESTORATIONS

The full restoration is calculated minus the overpayment collection with the balance to the client. Restored benefits are issued using EBT. No checks are issued unless the case is SNAP Cash-Out or the household has moved out of state.

When an overpayment exists, send a copy of the **DHS 362** to the Overpayment Recovery Unit for the retroactive payment to be credited to the overpayment.

✔️ See **GP-c.9** on how to credit the overpayment.

On FSMIS use transaction code ISS and a Rel-ATP code ED or ID to issue restored benefits. Calculate the amount manually and type it in the N/C Dollar Amount field with month/year for the restored benefits in the Ben-Mo-Yr field. Use transaction code ISR on a closed case.

✔️ See **IB-b.2** on how to calculate restored or lost benefits.

### Calculating Restored and Supplemental Benefits Rule

**461-165-0210** — Calculating Restored and Supplemental Benefits
Methods of Recovering Overpayments Rule
461-195-0551 — Methods of Recovering Overpayments

17. Replacing benefits

Generally SNAP benefits are not replaced once they are placed into the client’s EBT account. Clients are responsible for protecting their PIN.

✔ See IB-b.3 on replacement of SNAP benefits.

Replacing Lost, Stolen, Destroyed or Undelivered Checks Rule
461-165-0220 — Replacing Lost, Stolen, Destroyed or Undelivered Checks

18. Replacement of benefits due to a disaster or a household misfortune

SNAP benefits may be replaced when the food purchased with SNAP benefits has been spoiled or destroyed in a disaster or household misfortune (e.g., due to fire, flood or loss of electricity).

Consider the following when a household reports a loss and asks for a replacement:

(A) The filing group (SNAP-C.2) must have been receiving SNAP when the misfortune occurred.

(B) The filing group must report the loss within 10 days of the occurrence either orally or in writing.

(C) The filing group must submit a signed statement attesting to the loss.

(1) The statement must include a detailed list including the cost of food destroyed or lost.

(2) The statement must be received by the department within 10 days of the date the loss was reported to the department. If the 10th day falls on a weekend or holiday and the statement is received the first workday after the weekend or holiday, the department will consider the statement timely received.

(D) Verify (SNAP-B.10) the disaster or misfortune occurred.

(1) If the household has not supplied proof of the misfortune when requesting the replacement, send a request for verification (DHS 210A) or verify with a call to a collateral contact.
Verification must be received within 10 days of the report to the agency of the loss. If the 10th day following the report of loss falls on a weekend or holiday, any verification received on the next workday thereafter will be considered timely.

**Verification Tips**

> Verification that the misfortune exists can be proof the filing group resides in a power outage area, the national disaster area, flood area, etc. If the spoilage occurred due to a misfortune such as loss of power to the filing group's residence (SNAP-E.2) only, the verification may include statements from repair persons or the local utility company.

(E) Do not replace the full SNAP allotment for the month, instead, determine the amount to be replaced. The replacement is only for the value of the food which was purchased with SNAP benefits and lost due to the misfortune. The replacement cannot exceed a one-month SNAP allotment for the filing group.

(F) Issue the replacement no later than the 10th day following the date the loss was reported to the agency or within two days of receiving the items needed to process the request whichever is later.

**Determining the Amount of the SNAP Replacement and Computer Coding**

After determining the cause of the food loss, ask the filing group where the food was located when it was spoiled (e.g., cupboard, refrigerator or freezer). Determine if the amount of food spoiled is a reasonable amount based on the situation.

For example, refrigerated food will last about 24 hours without electricity. Food kept in a freezer will last about 48 hours and maybe longer if the freezer is kept closed and it is full. Also, if the disaster happened at the start of the month, did they just get their SNAP benefits and spend them on a full month's worth of food, or is it the end of the month and they have very little food left from the month?

Once it has been determined that food was spoiled or lost due to a valid disaster or misfortune, issue the replacement using the ISS transaction code and an IH or EH issuance code. Code the actual dollars being issued (replaced) and the current month’s date.
(G) Carefully narrate the situation and decisions to show this is a replacement and not a duplicate issuance. Include in the narration the date of the event, the date of the loss and the date the loss was reported to the agency.

(H) If the replacement is denied be sure to issue a denial notice.

19. **SNAP coupons returned to the branch**

With the passage of the Food & Nutrition Act of 2008 (formerly known as the Farm Bill), Congress has de-obligated the old Food Stamp Coupons. Effective June 18, 2009, coupons can no longer be redeemed or returned.

20. **Issuing the Oregon Trail Card when the client or alternate payee cannot be present**

Sometimes a client or their alternate payee cannot come to the office to get their EBT card or their PIN. Under no circumstances should a PIN ever be released to another person (even if in the same filing group).

See the Field Business Procedures Manual II.J (BPM.II.J.) or the APD Manual for a process on issuing the PIN or EBT card in these circumstances.

21. **Replacing EBT cards**

Clients may request replacement of EBT cards that are lost, stolen or damaged.

For SNAP, EBT cards must be replaced within two days of the request. The local office must ensure the replacement card is on the same account and not on a second or duplicate account.

Immediately cancel the PIN on cards reported lost or stolen to protect the client’s benefits. Narrate the date and time the report of lost or stolen card is received. The department is liable for replacement of benefits stolen after the date and time of the report.

See IB-a.9 for more information on replacing lost, stolen or damaged EBT cards.
This page intentionally left blank.