I. Changes and Notices

1. Overview of changes

Clients report changes in their circumstances by telephone, office visit, report form or other statements made in writing. Any adult in the filing group can report a change. The change is considered reported the day it is received by the department. When a change is reported for one program, consider it reported for all programs in which the client participates. When reported, the total change must be acted on, not just part of the change. For example, the client reports one job ended but started another job. The income from the new job must be verified and coded when the old income is removed. Another example is a client reporting the birth of a child. The father of the child also lives in the household. In the SNAP program, the child, the father, and his income must be placed on the case at the same time.

Clients in CRS are required to report certain changes, as described in SNAP-I.2. However, when any change is reported, regardless of whether it was required or not, it must be acted on for SNAP. Sometimes, the action is simply to note that a change was reported, because it does not affect the benefit amount. Other times, the action will be to recalculate benefits and send the appropriate notice.

QC HOT TIP

Narrate the reported change and the action taken. If no action taken, narrate the reason why.

Clients in CRS must report most changes within 10 days of their occurrence. The 10-day time frame starts when the change occurs.

- The 10-day time frame for earned income begins the day the client receives the first paycheck from a new job or reflecting a change in rate of pay or the last day of employment when a job ends;

- The 10-day time frame for unearned income begins as soon as the client receives the new or changed payment.

This requirement to report within 10 days applies to all changes.

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<th>Reporting Changes – Overview Rule</th>
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<td>461-170-0010 — Reporting Changes – Overview</td>
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If the case is in SRS, the client is required to report changes as described in SNAP-I.2 below. The SNAP office is required to act on all changes that a client is required to report and all changes that increase benefits. However, if the change decreases benefits, it is only acted on if the reported information is considered verified upon receipt (SNAP-G.10).

For SRS, changes must be reported by the 10th day of the month after they occur.

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Clients in TBA are not required to report any changes unless they are an ABAWD living in a time-limit area. (Special reporting requirements for ABAWDS are described in SNAP-I.3). However, if a change is reported, the worker must take action if it will increase benefits. See SNAP-G.10 for instructions on processing the reported change. Do not take action if a reported change will reduce benefits while the household is receiving TBA, with one exception: if a household member applies for SNAP in another household, remove them from the TBA household so that they can be added to the other benefit group (SNAP-C.7).

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2. Changes that must be reported

Following are the changes that SNAP clients must report. Clients cannot be required to report any more than these items. Therefore, if they fail to report something that changes their eligibility (GP-A.31), but it was not a required change as listed here, there is no overpayment. For example, if rent is reduced for a client who did not move, the change is not required to be reported and there is no overpayment if the client does not report the change. However, if they fail to report a change that is required to be reported, and as a result, they receive more benefits than they were entitled to, then the department must file an overpayment.

SNAP clients in CRS must report:

- Changes in members of the filing group (SNAP-C.2) and any resulting changes in income.

- Changes in employment, such as getting a job or quitting or losing a job.

- Changes in source of income.
Changes in *amount* of income as follows:

- For unearned income in the CRS, changes of more than $50 per month, except a change in a public assistance grant.
- For earned income in the CRS, changes of more than $100 a month, except for the annual increase in state minimum wage.

- When they move to a different dwelling, including the change in shelter costs resulting from the move.
- A change in the legal obligation to pay child support.
- When cash on hand, stocks, bonds and money in bank accounts reach or exceed the appropriate resource limit.
- The acquisition or change in ownership of nonexcluded vehicles;
- ABAWDs are also to report changes required in SNAP-I.3;
- The receipt of lottery or gambling winnings equal to or greater than the SNAP resource limit for elderly or disabled households (SNAP-G.3).

### Changes That Must be Reported Rule

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SNAP clients in SRS must report:

- When countable income (GP-A.45) exceeds the countable income limit for SNAP (130 percent FPL) (SNAP-G.2);
- When they receive lottery or gambling winnings equal to or greater than the SNAP resource limit for elderly or disabled households (SNAP-G.3);
- ABAWDs are also to report changes required in SNAP-I.3.

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SNAP clients in TBA are not required to report any changes. Except ABAWDs are required to report certain changes described in SNAP-I.3.
Criteria for TBA is located in SNAP-g.11. When a household is in TBA and there is an ABAWD in the filing group who becomes ineligible due to the SNAP time limit, the entire household becomes ineligible for TBA.

### Changes That Must be Reported Rule

| 461-170-0011 | Changes That Must be Reported |

3. **ABAWD changes that must be reported**

Regardless of the reporting system, ABAWDS residing in areas where the SNAP time limit is applied (SNAP-E.19) are required to report a change when their work hours fall below 20 hours per week and they must report this change within 10 days of their occurrence (SNAP-E.26). This includes both paid and unpaid work (i.e., volunteering or bartering).

**Example:** Kate was determined to be exempt from the ABAWD work requirements in 8/2019 during her intake. Kate’s exemption was based on her employment with T&R Market working 32 hours per week at $9.25 an hour. You received a phone call 10/5/2019 and Kate reports that on 9/30/2019 her hours were reduce to 18 hours per week and her rate of pay remains the same.

At this time you review the reason for the reduction of hours and it was determined that her employer reduced hours due to hiring additional staff. Next, you review the exemptions with Kate, and she no longer meets an exemption. Make a referral to the contractor to begin a case plan in order to comply with the ABAWD work requirements and create the non-JOBS case plan with PE step. Verify the income and the new work hours and code the BF step in the non-JOBS case plan with the verified 18 hours a week. OED will complete the plan for the additional two hours a week or eight hours a month.

### Changes That Must Be Reported

| 461-170-0011 | Changes That Must Be Reported |
4. **Mass changes**

Some changes initiated by the state or federal government affect significant portions of or the entire caseload. Because the department is notified of these changes by the agencies responsible, clients do not need to report the changes. These changes include:

- Periodic cost-of-living adjustments to SSB, SSD or SSI benefits;
- Periodic cost-of-living adjustments to other assistance programs administered by the department;
- Changes in eligibility (GP-A.31) criteria due to legislative or regulatory actions;
- Adjustments to the SNAP countable (SNAP-G.2) and adjusted (SNAP-G.27) income limits, Thrifty Food Plan (SNAP-G.26), dependent care deduction (SNAP-G.20), utility standard (SNAP-G.24), excess shelter deduction and/or standard deduction (SNAP-G.19). These adjustments generally are effective October 1.

For these mass changes, no client notice is required.

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<th>Notice Situation; Mass Changes Rule</th>
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<td>461-175-0250 — Notice Situation; Mass Changes</td>
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5. **Mail returned as undeliverable by Post Office**

- See MP-WG#20.

6. **Restoring ABAWDs after CT3 showing they have an exemption or met the work requirements**

ABAWDs may not show they are exempt or report they are meeting the work requirements until after their benefits end. The benefits may end due to case closure or reduction. There may be a variety of reasons the ABAWD failed to talk to the local office about their exemptions or attend the employment sessions with the contractor.

This policy only applies to the first month the ABAWD is ineligible (case reduction or closure) for exceeding the SNAP time limit following receipt of CT3. It does not apply to regaining eligibility or actions taken after receiving CT6.

If the mandatory ABAWD is not meeting the work requirements, their benefits will end following the receipt of CT3. There are several possible scenarios. Their SNAP benefits may be restored in some of the situations for cases in CRS or SRS:
• Use reason code FO unless the case is expiring or going into suspense at the end of the month. In the expired certification or suspension situation, narrate only and do not take the close action. There is no reason code for reduction when the ABAWD is no longer eligible. Do not restore benefits as the eligibility decision will be made when the required forms are processed;

• If the client contacts the department before the case reduction or closure, update and narrate:
  - The reason for the exemption, the CT month(s) it covers, and the removal of the CT. For all exemptions except working, the clients statement is accepted unless questionable. For working, verification of work hours is required;
  - If meeting the work requirement for ABAWD, the month and the activity along with verification of the 80 hours.

• If the client contacts the local office during the first month after the closure (i.e., the ABAWD receives CT3 in March and action is taken to reduce/close the case effective March 31. The first month after the action is April), and the client shows they met the work requirements or was exempt in a CT month, reopen the case with a ROP back to the first of the current month. Do not prorate benefits. Do not take a new application or do a REC action - this is not a recertification. Use the IJ or EJ Rel-ATP codes to issue SNAP. For cases with a reduction because the ineligible ABAWD lives with others in the filing group, this policy applies to the month of the reduction. (i.e., the reduction is effective April 1, 2019. The month for the restoration is April 2019.) Act on other changes for the following month. If benefits will be reduced, send a timely continuing benefit decision notice before making the changes.

If a client contacts the department more than a month after the action, follow:

• For closure, they have to reapply;

• For reduction, follow add a person policy if exempt or ask the ABAWD to regain eligibility.

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<th>Effective Dates; Restoring SNAP Benefits for ABAWD Following Counting Month (Not Regaining) Rule</th>
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<td>461-180-0135 — Effective Dates; Restoring SNAP Benefits for ABAWD Following Counting Month (Not Regaining)</td>
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7. **Prison discrepancy lists**

A person is ineligible for SNAP when they are incarcerated (county and state systems). The OPAR Data Match Unit (DMU) Corrections Project team identifies incarcerated
individuals who are receiving SNAP benefits. When warranted, DMU closes the SNAP case according to the procedures below.

**Closures by DMU: single person cases**

When no release date is listed on the jail Web site, or the release date is beyond the end of the month in which DMU becomes aware of the incarceration, the Corrections Team will close the SNAP benefits when the incarcerated person is the only one on the case.

- When the Corrections Team closes a SNAP case, they will disable the client’s EBT card to preserve benefits for use upon their release;
- Corrections Team staff will send the client 10-day notice FSC1PNE. Under Worker Name/Phone, “Contact local branch worker” will be listed;
- TRACS entry will be made on the client’s record to indicate the SNAP benefits were closed.

**Inactivation by DMU: single person cases**

When no release date is listed on the jail website, or the release date is beyond the end of the month in which the Corrections Team becomes aware of the incarceration and there is not enough time for a 10-day notice, the team will place the client’s EBT card into an inactive status.

The Corrections Team will make a TRACS entry on the client’s case to indicate that the EBT card was inactivated due to incarceration.

These cases will be reviewed at the beginning of the following month and closed if the client is still incarcerated. Notice FSC1PNE will be sent. If the client is no longer incarcerated a TRACS narrative will be entered indicating no action to SNAP.

**Cases requiring branch action**

The Corrections Team will not take action on any SNAP case with multiple people receiving SNAP benefits.

- When such a case has been identified, the Corrections Team will send an Outlook email advising the home branch of the client’s incarceration status;
- Each branch will have procedures in place so the transfer clerk can forward the email to the appropriate person for necessary case action.

The local office is required to take action when information is received that a person is in prison. *This includes sending a close or reduction notice. For SNAP, the notice must always be a timely continuing benefit decision notice (10-day).* Workers may use notice FSC1PNE (to close) or FSR1PWE (to reduce) on Notice Writer.
EBT CARD – INCARCERATED ADULT

If the only adult on the case is incarcerated, inactivate the EBT card to protect the client’s benefits until their release.

For cases in CRS or SRS:

1. Regardless of whether the release date is known, send notice to close or reduce benefits and remove the person from the SNAP case.

2. If the person is released before the effective date of the notice and contacts the local office before that date, the worker can do a ROP transaction or add the person to an open case as of the first of the next month. If the contact is made on the first of the next month or later, follow add a person policy for open cases or have the person reapply for closed cases.

For CRS or SRS cases, see Example #1 in Prison Discrepancy Lists examples (SNAP-i – Examples 5).

For cases in TBA:

1. Determine if the release date is known. If expected to be before the effective date of closure, narrate the incarceration report and that no action is needed due to expected release date.

2. For those persons with no release date or an expected release after the effective date of closure, determine if the person is head of household on the SNAP case.

3. If head of household is incarcerated, send notice of closure and close the TBA.

4. If the incarcerated person is not head of household, narrate the report and do not remove the person from the SNAP case.

For TBA cases, see Example #2 in Prison Discrepancy Lists examples (SNAP-i – Examples 5).
8. Action on changes during the certification period

- See [SNAP-b.11](#) for more about verification of certain changes.

- See [SNAP-i.15](#) for more on use of Notification of Information or Verification Needed (DHS 210A).

- See [SNAP-WG#6](#) for more information on processing changes.

**EBT CARD CANCELLATION**

When notified that an adult with an EBT card has left the household, be sure to cancel the card. If the card is not cancelled and the alternate payee continues to use it after being removed from the household, DHS must restore benefits.

**CRS**

Quite often changes are reported during the certification period. Sometimes these changes are reported with all the information needed to take action. Other times, the reported information is incomplete and additional information is needed. In these instances, send the Notification of Information or Verification Needed (DHS 210A) to the household giving them at least 10 days to provide the additional information. Clients may be allowed more than 10 days but not less. The worker notes the due date for the information on the DHS 210A. The due date depends on the time of the month and the individual client’s situation. For example, a client reports a new job on April 30; the DHS 210A is sent asking for the additional information due by May 11 to allow the worker time to take appropriate action for June benefits.

Another example is a client reports on April 15 that they just got a job and will start working on April 20. The client will be working full time but does not know the rate of pay or pay dates. The DHS 210A is sent to the client. The worker gives a due date between May 1 and May 15 (worker choice) to provide the needed information. This allows the worker enough time to send a reduction notice or closure depending on the client’s response to the request for additional information for June benefits.

When information is needed for continuing SNAP eligibility (GP-A.31) during the certification period, send the DHS 210A and let the client know what specifically is needed and that the client may call or mail the requested information to the office.
The time to act on reported changes depends on if the result of the change is to increase, or decease, or end benefits.

- **Increase**: If the result is to increase benefits and it is a change that must be verified (SNAP-B.11), such as income, verify the new income amount or the end of the income source before taking action to increase the SNAP benefits. The information must be requested using the form DHS 210A. If the requested verification is not provided by the due date, send notice to end or reduce benefits if lack of the verification means the worker is not able to accurately determine eligibility or benefit level.

- **Decrease or End**: If the result is to reduce or end benefits and it is a change that must be verified, such as income, immediately take action following the required 10-day notice time frames (SNAP-I.9) to reduce or end benefits based on the reported change. Also, send a DHS 210A asking for verification of the new information when taking a reduce action. It may be necessary to adjust benefits and send a second notice of reduction after the verification is provided by the client. If the requested verification is not provided by the due date, send notice to end or reduce benefits if lack of the verification means the worker is not able to accurately determine eligibility or benefit level.

If the requested information is not provided by the due date, one of two actions is required:

- Send a 10-day continuing benefit decision notice to close or reduce benefits when unable to determine continued eligibility; or

- Send a 10-day continuing benefit decision notice to end a deduction (GP-A.45) if the information needed is to compute benefits based on a reported change in a deductible cost. Most commonly this applies to a reported move, but the new rent and utilities are unknown.

Sometimes the requested information is received between the date the close or reduce notice was sent and the effective date for the close or reduce action. When this occurs, recalculate benefits based on the new information and continue the certification period.
No additional notice is necessary if the prior notice anticipated the same or a lesser amount of benefits. If the requested information is received after the effective date for the closure, a new application is required. If the new information is received after the effective date for the reduction, action on the information is effective the first of the month following the date the information is received.

Federal regulations prohibit the state from requiring a client to come to the branch office in the middle of their certification period. The exceptions to having the client come to the office in the middle of the certification period are:

- An exempt person becomes mandatory and a meeting is set up to discuss OFSET (SNAP-E.7) and write the case plan (this is an eligibility requirement); or
- When an OFSET case plan says the client is to come to the office to confer on the progress with their plan. Note the plan must identify this intent.

See examples on actions when head of household leaves the case, including due to death (SNAP-i – Examples 6).

SRS

Unless an ABAWD, clients only need to report when their countable income exceeds 130 percent of the federal poverty level (FPL) and when they receive lottery or gambling winnings equal to or greater than the SNAP resource limit for elderly or disabled households (SNAP-G.3) while in SRS. However, clients may want to report changes that will increase their benefits. These changes are reduction in income or an increase in deductible costs (GP-A.18) (i.e., shelter, child care, court-ordered support or medical). As always, anytime a client reports a change that will increase benefits, the worker is required to take action for the first of the next month.

As with CRS, an action is always necessary when a client reports a change that they are required to report. In SRS, this is primarily income over the countable income limit. The difference between SRS and CRS is that no action is necessary when a change is reported that will decrease benefits unless the information is considered verified upon receipt (SNAP-G.10). In other words, does the worker have enough information to act on the reported change? If yes, take the action to reduce benefits after the appropriate notice period has ended.

ABAWDs are required to report when their work hours (paid or unpaid) go below 80 hours a month or 20 hours a week when they live in a time-limit area. Determine the reason for the reduction in work hours and if it will continue. If there was a good reason or good cause for the reduction and it will continue, take the following actions:

- Refer the ABAWD to OED for the additional hours needed to reach 80 hours a month;
• If there is a non-JOBS case plan, adjust the BF step with the new verified hours and create a PE step for OED;

• If there is no non-JOBS case plan, create one with the PE step for OED and the BF step for the verified work hours;

• Narrate the actions and decisions.

**TBA**

Unless an ABAWD, clients in TBA are not required to report changes. If the client reports a change that will increase benefits, they may reapply. If the group will get more SNAP using the current situation, recertify the SNAP case and end TBA. Continue TBA to the end of the TBA period if the change would reduce SNAP benefits. Act only on the following changes that will decrease benefits: when a person in the TBA benefit group moves into another household and applies for SNAP in that household, the person will be removed from the TBA benefit group and added to the new household after the appropriate notice period ends.

ABAWDs are required to report when their work hours (paid or unpaid) go below 80 hours a month or 20 hours a week when they live in a time-limit area. Determine the reason for the reduction in work hours and if it will continue. If there was a good reason or good cause for the reduction and it will continue, take the following actions:

• Refer the ABAWD to OED for the additional hours needed to reach 80 hours a month;

• If there is a non-JOBS case plan, adjust the BF step with the new verified hours and create a PE step for OED;

• If there is not a non-JOBS case plan, create one with the PE step for OED and the BF step for the verified work hours;

• Narrate the actions and decisions.

| ✔ | See the following situations: Example #4 for new income; Example #5 for new household member; and Example #6 for job quit or new job of the action on changes during the certification period (SNAP-i – Example 6). |

9. Transferring cases between branch offices due to a move

| ✔ | See Multiple Program Worker Guide #21 (MP-WG#21) for information on transferring cases. |
Effective dates (GP-A.28)

See changes Examples #3, #4 and #5 for new income, job quit and new member (SNAP-i – Examples 6).

Overview. The effective date is the day that an action will be taken or a change made on a case. When a change is not made on a case by the effective date, make the change as soon as possible and supplement benefits for the current month, restore lost benefits for past months or write an overpayment as appropriate. (Remember not to write an overpayment when the amount paid in error is due to an administrative error and is $100 or less.)

The effective date for an action is determined by the type of action and the reporting system.

Actions to close or suspend are effective on the last day of a calendar month. Actions to increase or reduce benefits are effective on the first day of a calendar month.

For acting on changes from the redetermination, see SNAP-b.22.

Approval. See SNAP-B.17 for effective dates upon approval of an application or reapplication for SNAP.

Effective Dates; Initial Month SNAP Benefits Rule

Effective Dates; Changes in Income or Income Deductions That Cause Increases Rule

Effective Dates; Changes in Income or Income Deductions That Cause Reductions Rule

Effective Dates; Denial of Benefits Rule

Employed child turns 18. Count the earned income of a child in the budget month after the month in which the child turns 18. (For example, a child turns 18 on January 22. For
cases in CRS, the child’s earned income becomes countable (GP-A.19) in February). For cases in SRS, count the earned income of a child in the seventh month if the child turned 18 during the first six months of the certification period unless the client provides verification of the child’s earned income during the SRS period. Count the earned income of the child with the next certification action if the child turned 18 in the seventh or later month of the certification period.

Effective dates for changes reported for SRS on Interim Change Report form. Changes reported on the Interim Change Report For Supplemental Nutrition Assistance Program (SNAP) form (DHS 852) that cause benefits to be increased, reduced, closed or suspended are effective with the seventh month of the certification period. That is, changes causing closure and reported on the DHS 852 in SRS are effective the last day of the sixth month of the certification period. Changes causing increases or reductions and reported on the DHS 852 are effective the first day of the seventh month of the certification period.

An incorrect effective date on FSUP will result in an invalid notice to the client.

Effective dates for changes reported via other means. When changes are not reported on the DHS 852 form, the effective date is not so immediate. Changes that cause closure or suspension of benefits are effective the last day of the month after the 10-day notice period expires.

Increased benefits. The effective date for changes that will increase benefits varies depending on whether or not verification is requested and when the proof is received. A reported change that will increase benefits is effective the first of the following month, if additional information or verification is not requested. If verification is requested on a DHS 210A and the client is given at least 10 days to provide the verification, the effective date for the change is:

- The first of the month following the date the client reported the change if the information is received no later than the 10th day (or later if given longer than 10 days). If the verification due date is after the first of the month, a restoration of benefits is necessary;
• The first of the month following the date the client provided the verification if the proof is received after the verification due date (at least 10 days).

Reduced benefits. Changes causing reductions are effective the first day of the month after the 10-day notice period expires.

| Effective Dates; Changes in Income or Income Deductions That Cause Reductions Rule |
| 461-180-0030 — Effective Dates; Changes in Income or Income Deductions That Cause Reductions |

| Effective Dates; Suspending or Closing Benefits and JOBS Support Service Payments Rule |
| 461-180-0050 — Effective Dates; Suspending or Closing Benefits and JOBS Support Service Payments |

| Effective Dates; Removing an Individual Rule |
| 461-180-0120 — Effective Dates; Removing an Individual |

Changes causing increases have different effective dates, depending on when the client reports the change and whether it has to do with adding a person. If the client reports the change prior to the month in which it will occur, the effective date is the first of the month in which it will occur, unless the change is for adding a person.

When they report the addition of a person, the effective date is the first of the month after they report the person has joined the household. Even if they report that a person will join their household in advance, benefits are not increased until the month following when the change occurs. When the change is not reported until the month it occurs or later, the effective date is the first of the month following the date the change was reported.

| Effective Dates; Adding a New Person to an Open Case Rule |
| 461-180-0010 — Effective Dates; Adding a New Person to an Open Case |

✔ See example of acting on changes in CRS, #3 of Effective Dates (SNAP-i – Examples 8).

SRS

Clients in SRS are only required to report when their income exceeds the countable income limit (130 percent FPL) (SNAP-G.2) and when they receive lottery or gambling winnings equal to or greater than the SNAP resource limit for elderly or disabled households (SNAP-G.3). Anytime a client reports these changes, take the appropriate action. For income, close or reduce benefits at the end of the 10-day notice period. For
all other reported changes in SRS, take action to reduce or close SNAP benefits only if the reported change is considered verified upon receipt (SNAP-G.10). Take action to increase benefits that are considered verified upon receipt using regular change reporting time frames.

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<td>461-180-0006 — Effective Dates; Changes in the Simplified Reporting System (SRS); SNAP</td>
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✅ See examples of acting on changes in SRS, #4 thru #9 of Effective Dates (SNAP-i – Examples 8).

**TBA**

For cases in TBA, the benefits are frozen. Do not increase or reduce benefits during the TBA period, unless a member of the household applies for SNAP as a member of another household or one of the reasons the household may not qualify for TBA occurs. Use regular CRS time frames. Only close SNAP benefits during the TBA period if the client requests case closure or it becomes known that the household has moved out of state or is otherwise ineligible for SNAP. All other reported changes that result in reduced benefits will be held until the household reapplies for SNAP benefits after the TBA period ends. If the household reports a change that will increase benefits, they may reapply. End TBA and recertify if the group is eligible for more SNAP benefits using the current situation.

✅ See SNAP-g.11 for more information about reapplying while getting TBA.

✅ See examples of acting on changes in TBA, #10 and #11 of Effective Dates (SNAP-i – Examples 8).

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<td>461-180-0081 — Effective Dates; Cases Receiving Transitional Benefit Alternative (TBA)</td>
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Effective dates for special circumstances. Situations that are exceptions to the effective dates described above are:

- Ending disqualifications that are not related to work programs. For an IPV (GP-C.5) disqualification where the person is required to be in the filing group (SNAP-C.2), end the disqualification the day after the disqualification has been served. (This is assuming the person has no additional IPV period to serve and meets all other SNAP eligibility requirements.)

For other disqualifications requiring cooperation (such as when a client refuses to provide an SSN (SNAP-E.6)), end the disqualification the date they agree to cooperate. Follow “add a person” policy to add this person to an open SNAP case;

**Effective Dates; Ending Disqualifications Rule**

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- The effective date for ending an employment program disqualification is the first of the month after the client fulfills the requirements to end the disqualification on an open SNAP case;

**Effective Dates; Cases Receiving Transitional Benefit Alternative (TBA) Rule**

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- Reductions pending a hearing decision. When the department is upheld, begin work program disqualifications the first of the month following issuance of the hearing order. Work program disqualifications include failure to cooperate with OFSET, job quits, etc. See SNAP-E.18 for a complete list of the work program disqualifications.

When the department is upheld on other issues, the effective date remains the same as in the original notice which caused the hearing request. Therefore, benefits issued in error from that effective date until the action is taken are an overpayment;

**Effective Dates; Reductions Delayed Pending a Hearing Decision Rule**

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- Restored benefits (IB-B.2). When clients are underpaid benefits or have benefits denied or closed in error, they are entitled to a late payment for the benefits they should have gotten. This late payment is called a restoration of lost benefits. When an administrative error caused the underpaid benefits, the effective date of restoration is the date the error was made, up to a maximum period of 12 months.
SNAP BENEFITS – CLIENT- CAUSED ERRORS

We do not restore SNAP benefits for client-caused errors.

Notice Situation; Restoring SNAP Benefits Rule

461-175-0320 — Notice Situation; Restoring SNAP Benefits

When benefits have been suspended, the effective date is the month after the one-month suspension.

Effective Dates; Changes in Income or Income Deductions That Cause Increases Rule

461-180-0020 — Effective Dates; Changes in Income or Income Deductions That Cause Increases

Effective Dates; Changes in Income or Income Deductions That Cause Reductions Rule

461-180-0030 — Effective Dates; Changes in Income or Income Deductions That Cause Reductions

Effective Dates; Suspending or Closing Benefits and JOBS Support Service Payments Rule

461-180-0050 — Effective Dates; Suspending or Closing Benefits and JOBS Support Service Payments

Effective Dates; Removing an Individual Rule

461-180-0120 — Effective Dates; Removing an Individual

Effective Dates; Restored Benefits Rule

461-180-0130 — Effective Dates; Restored Benefits

11. Notices; general information

Overview. A decision notice must be sent to the filing group (SNAP-C.2) when benefits are approved, denied, reduced or closed. The notice can be computer generated or sent manually. This includes when a client asks for more benefits for a specific reason.
Some examples include:

- Request to include a medical deduction that was paid in the prior certification period using a VISA and the client is now paying the VISA payment each month;
- Request for retroactive or restored benefits when they report today that the rent changed three months ago;
- Request retroactive or restored benefits for a person who moved in a month ago.

The notice must always contain certain information. Notices are standardized, so that most of the required information is preprinted. The standard, preprinted information consists of the hearing rights and procedures around hearings. The part that is not standard consists of the action that the department intends to take, the effective date (GP-A.28) of that action, the reason for the action, the date of the notice and a contact person’s name and telephone.

See GP-j.1 for general information on decision notices.

See GP-j.3 for information on the notice period.

What a Decision Notice Must Include Rule
461-175-0010 — What a Decision Notice Must Include

Notice Situations; General Information Rule
461-175-0200 — Notice Situations; General Information

Types of notices. Following are the three types of decision notices:

- Basic decision notice. This notice is mailed no later than the date of the planned action, gives the client a right to request a hearing, but does not give the right to continued benefits while the hearing decision is pending. This notice is generally sent on approval actions, denial actions, or when a certification ends;

- Continuing benefit decision notice. This notice is mailed in time to be received by the date benefits are or would be received, gives the client a right to request a hearing and gives the right to continued benefits while the hearing decision is pending. This notice is generally sent in situations where the client has waived their right to a timely (10-day) notice by reporting the information on and signing an Interim Change Report For Supplemental Nutrition Assistance Program (SNAP) (DHS 852);
• **Timely continuing benefit decision notice.** This notice is mailed no later than 10 calendar days before the effective date of the action. The 10-day count begins the day the notice is put into the mail. Remember that FSMIS computer-generated notices are not mailed until the working day after information is keyed into the system. Notice Writer notices generally take two days to be put into the mail. This notice gives the client a right to request a hearing and gives the right to continued benefits while the hearing decision is pending. This notice is generally sent in prospective budgeting systems (SNAP-G.6).

✔ See **MP-WG#18** for a calendar of 10-day notice deadlines.

✔ See **GP-j.2** for additional information on the types of notices.

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### Definitions for Chapter 461 Rule

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#### Notice Period Rule

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#### Notice Situation; SRS or TBA Rule

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#### Notice Situation; Prior Notice Rule

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#### Notice Situation; Removing an Individual From a Benefit Group (REF, REFM, SNAP, TANF) or Need Group (ERDC) Rule

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12. **No notice required**

For SNAP, no notice is needed when:

• Everyone in the benefit group (SNAP-C.7) is deceased;
- A hearing upholds the department’s decision, and a notice was sent before the client requested the hearing;

- The filing group has moved out of Oregon;

- In CRS cases, when department mail has been returned with no forwarding address and the client’s whereabouts are unknown;

- There is a mass change;

- A drug or alcohol treatment center is disqualified by FNS as a retailer or an authorized representative ([SNAP-B.15](#)) or loses its state certification;

- An adult foster care ([GP-A.17](#)) home loses its state license;

- A residential care facility is disqualified as an authorized representative or loses its state certification;

- A client is notified of benefits changing month to month at application (usually given on the *Notice of Income and Benefit Calculation* ([DHS 7294](#)));  

- Client applied on a joint application for SNAP and cash benefits, when the receipt of a new public assistance grant reduces the SNAP (because the client received prior notice of this when they signed the *Your Rights and Responsibilities* ([DHS 415R](#)) or *Rights and Responsibilities* ([SDS 539R](#)));

- An ongoing client reapplys for SNAP during the certification period (e.g., checks the food benefit box on the application when applying for medical benefits);

- A group was previously notified they would receive a restoration of benefits over a period of time, and the restoration payments end at the end of that time;

- Benefits are reduced when the SNAP certification period is extended following receipt of verification requested during expedited service.

See examples for situations where notice is required for concurrent benefits ([SNAP-i – Examples 10](#)).

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13. Notice situations

See GP-j.4 for general notice situation information.

Continuing benefits. For the last two notices above, the client must request continued benefits within a specific time frame, in order to qualify for the continued benefits. They must make the request either within 10 days of the mailing of the notice, or on or before the effective date (GP-A.28) of the action. When this request period ends on a weekend or holiday, extend it to the next working day.

When the client makes this request timely, continue their SNAP benefits in the same manner and amount as prior to the notice. Maintain benefits at this level until the hearing takes place or until another change in circumstances occurs that requires another notice and a new benefit amount.

When the hearing decision is in the favor of the department, the continued benefits are an overpayment, unless the hearing issue was a SNAP work program disqualification (SNAP-E.18) issue. For those issues, impose the disqualification instead of writing an overpayment.

What a Decision Notice Must Include Rule

When notices are void. Notices become void when the reduction or closure is not initiated on the effective date stated on the notice, unless the delay resulted from the client’s hearing request. Also, the department may amend a decision notice with another decision notice or a contested case notice, amend a contested case notice, delay a reduction or closure of benefits as a result of a client’s request for hearing or extend the effective date on a decision notice or a contested case notice and this does
not cause a decision notice to become void. Once a notice becomes void, a 10-day notice is needed to reduce or close benefits for a future date.

Notice Situations; General Information Rule

461-175-0200 — Notice Situations; General Information

Unusual notice situations. The following situations do not follow the general rules stated above about when certain types of notices must be used:

- Benefits less than 30 days. Only a basic decision notice is required (like other approvals) when the initial approval notice tells the client when benefits will end. However, if a separate notice is sent, it must be a timely continuing benefit decision notice;

- Intentional Program Violations (IPVs) (gp-c.5). When the client signs a waiver, send a continuing benefit decision notice. When the client is disqualified through other legal proceedings, send a basic decision notice;

- The client enters an institution, is placed in skilled nursing care, intermediate care, long-term hospitalization, official custody or a correctional facility. Send a timely continuing benefit decision notice;

- The client leaves a residential A&D facility in which they received SNAP benefits through an authorized rep. Send a basic decision notice (NOTM FSC1DAL) to the facility. Send a timely continuing benefit decision notice to the client to close;

- Overpayments. Send a timely continuing benefit decision notice the first time a filing group is being notified that benefits will be reduced to recover an overpayment. If the overpayment then follows a person who was notified to a new group, send another timely continuing benefit decision notice;

- Restoration of lost benefits. Send a basic decision notice, Notice of Restoration of Benefits (DHS 362), informing the client of the amount of the restoration, any offsetting that was done and the method of restoration;

- An adult client requests reduction of benefits or closure. When a client requests a reduction or termination of benefits by phone, send a timely continuing benefit decision notice. Any adult in the filing group may request a reduction or termination of benefits by signing the Voluntary Agreement to Take Action on Case (MSC 457D). When the adult making the request is not the head of household, send a basic decision to the head of household;

- The filing group states that they wish to withdraw the application for benefits. Send the client a basic decision notice;
Changes and Notices

- Changing report method from CRS, SRS, or TBA to CRS, SRS or TBA during the certification period. A continuing benefit decision notice should be sent so that it is received before the effective date of the change.

**CLIENTS LIVING IN FACILITIES**

Refer to **SNAP-WG#2** for detailed procedures on clients living in facilities.

ABAWD Notice Situations. For areas applying the SNAP time limit (**SNAP-e.19**)

ABAWD Notice Writer notices are available and are used to inform the ABAWDS of when they have earned a new countable month, when benefits are ending or reducing due to exhausting their countable months.

If an ABAWD has exhausted countable months during their 36-month time period; the ABAWD no longer qualifies for SNAP. Notice Writer FSW0ABD is used to deny an ABAWD who has exhausted their time limits and did not regain. Clearly narrate the reason for the denial in TRACS.

- **FSW0ABD**  SNAP Denial – ABAWD is over the time limit
- **FSWCT1I**  Notice that CT1, 2, 3 is beginning (informational only)
- **FSWCT3C**  SNAP Benefits End for ABAWD – CT3 (Continuation of Benefits)
- **FSWCT3R**  SNAP Benefits Reduced for ABAWD – CT3 (Continuation of Benefits)
- **FSWCT4I**  Notice that CT4 is Beginning for ABAWD (info only)
- **FSWCT6C**  SNAP Benefits End for ABAWD – CT6 (Continuation of Benefits)
- **FSWCT6R**  SNAP Benefits Reduced for ABAWD – CT6 (Continuation of Benefits)

**Continuation of Benefits Rule**

| 461-025-0311 | Continuation of Benefits |

**Time Limit and Special Requirements for ABAWD; SNAP Rule**

| 461-135-0520 | Time Limit and Special Requirements for ABAWD; SNAP |

**Notice Situation; Benefits for Less Than 30 Days Rule**

| 461-175-0205 | Notice Situation; Benefits for Less Than 30 Days |

**Notice Situation; Client Moved or Whereabouts Unknown Rule**

| 461-175-0210 | Notice Situation; Client Moved or Whereabouts Unknown |
Notice Situation; Disqualification Rule
461-175-0220 — Notice Situation; Disqualification

Notice Situation; Nonstandard Living Situations Rule
461-175-0230 — Notice Situation; Nonstandard Living Situations

Notice Situation; SRS or TBA Rule
461-175-0270 — Notice Situation; SRS or TBA

Notice Situation; Overpayment Repayment Rule
461-175-0290 — Notice Situation; Overpayment Repayment

Notice Situation; Restoring SNAP Benefits Rule
461-175-0320 — Notice Situation; Restoring SNAP Benefits

Notice Situation; Voluntary Action Rule
461-175-0340 — Notice Situation; Voluntary Action

14. Using the *Notice of Pending Status (DHS 210)* or *Notification of Pending Status (SDS 539H)*

The **DHS 210** or **SDS 539H** is used to inform applicants of verification needed to approve their request for benefits at certification and recertification.

- For 30-day processing, the pending notice must list proof needed to establish eligibility and state the application expiration date;

- For expedited service, the notice specifies verification that was not provided for the initial issuance and states when benefits will end if the requested verification is not returned on time. In addition, if the verification they provide causes a change in eligibility or benefits, the change will be made without further notice.

Once the determination is made that a pending notice is needed, benefits cannot be opened until the items pended for are received and processed. If an applicant fails to respond timely to a **DHS 210** or **SDS 539H**, they must reapply and establish a new filing date to receive SNAP benefits. A denial notice is required.

![Checkmark] See **SNAP-b.10** for using the **DHS 210** or **SDS 539H** to obtain verification.
15. **Using the Notice of Information or Verification Needed (DHS 210A)**

The **DHS 210A** is used within the certification period. The **DHS 210A** is sent to give clients at least 10 days to respond to a request for information.

Use a **DHS 210A** when:

- A client wants to add a new household member, including a newborn, to an ongoing case. Request name, DOB, SSN, citizen/alien status and income information (when appropriate);
- A client reports a change, but does not provide adequate information or proof required to act on the change;
- More information is needed to determine whether to act on a change;
- Eligibility becomes questionable.

**CAUTION**

For SRS, do not send a **DHS 210A** to pursue information on a change that was not required to be reported, if it is not to the client’s advantage. For TBA, send a **DHS 210A** only if the change will benefit the filing group.

The information on the **DHS 210A** should be as specific as possible, so the client clearly understands what needs to be provided. The **DHS 210A** is not a timely notice. If the filing group fails to respond to the notice with information needed to determine eligibility, the worker must send a 10-day notice before reducing or closing benefits.

✔️ **See SNAP-i.15 for more information on using the **DHS 210A**.**

16. **Using the Notice of Incomplete Information (DHS 487)**

The **DHS 487** is used within the certification period when a required report form is incomplete. The **DHS 487** is sent to inform clients that more information is needed before the required report form can be processed.
Use a **DHS 487** when:

- An *Interim Change Report For Supplemental Nutrition Assistance Program (SNAP)* ([DHS 852](#)) is received, but more information is needed to process the report for the next six-month period.

Benefits cannot be processed until the requested information is received. If the information is not received, FSMIS will automatically suspend and close benefits. FSMIS sends the notice and the worker does not need to send an additional notice.

> See SNAP-g.10 and SNAP-g.15 on using the **DHS 487** for SRS and MRS cases.

17. **Using the Notice of Information or Verification Needed for an Able-Bodied Adult Without Dependent** ([DHS 210ABW](#))

The **DHS 210ABW** is used within the certification period when information is needed to determine if a month is a counting month or if the ABAWD is exempt. The **DHS 210ABW** is also used at certification to request verification of work hours when needed to show they are meeting the work requirements (not for regaining). The **DHS 210ABW** is sent to inform ABAWDs when more information is needed regarding ABAWD status. Unlike the other pending notices, failure to respond to this request for information does not automatically result in denial or closure. If the ABAWD fails to respond to the request for information, the worker will make a decision based on the information they have available. Generally, this will result in applying a counting month. Additional notices are sent before benefits are reduced or ended.

18. **SNAP I - Changes and notices examples**

**Section 5. Prison discrepancy lists examples**

For cases in CRS or SRS:

**Example 1:** The SNAP case is in SRS; Joseph is the second adult in the filing group and was incarcerated on October 15. On October 25, the worker was notified. There is no release date. A reduction notice was sent effective November 30. On November 21, Joseph contacts the office to say he is out and back at his prior address. There have been no changes in his situation. The SNAP case is adjusted for December 1.

For cases in TBA:

**Example 2:** The SNAP case is in TBA; Peter is the head of household and was incarcerated on October 15. On October 21, the worker was notified.
Section 6. Action on changes during the certification period examples

Actions when head of household leaves the case:

**Example 1:** On November 16, a client reports his wife left the home. She was head of household. The children have remained with him. He does not know where she went and the worker is not able to determine if she is still eligible for SNAP.

Keep her coded as head of household for her case and ask the father to reapply for SNAP for himself and the children. As an adult in the filing group, he may voluntarily reduce benefits (use the Voluntary Agreement to Take Action on Case (MSC 457D) form) for the following month to exclude himself and the children. This action will get him and the children SNAP benefits and the mother will be able to continue SNAP for herself. Send a reduction notice to the mother at the last known address letting her know the reason for the reduction. This process will avoid having the mother come to the office later that month or after the first of next month wanting her SNAP benefits.

**Example 2:** On November 8, a client reports her husband is in jail for 90 days. He is head of household and not eligible for SNAP while in jail. Remove his needs from the SNAP case and change the head of household to the mother. Send a timely continuing benefit decision notice before removing his needs from the case. There is no need for a new application.

**Example 3:** On October 5, Betty calls to report that her husband, Ray, has died. Ray is the HH on the SNAP case. Process a CHH action on FSMIS to delete Ray and make Betty the HH effective November 1. If she has not signed the current application, she must reapply. The simplest way for her to do this is to sign the application and review it for any updates. Remember to enter the DOD (date of death) for Ray on the Person/Alias Update screen and check for other benefits.

**Example 4:** New income

A client’s UC benefits end due to the start of a job. In all report systems, the ending of the UC and the start of the earned income must take place at the same time. Do not remove the UC income without also coding the
new income that is replacing the UC. The direct actions to be taken depend on the report system for the case.

CRS: Send a [DHS 210A](#) and ask for proof of the income. Remove the UC income only when the new earned income is coded on the case.

SRS: If it is believed the new income will put the financial group over the countable income limit, send a [DHS 210A](#) requesting proof of the new income. If it is believed the new income will keep the group below the countable income limit, narrate the report and take no additional action because the income is not verified. Only remove the UC income when the new income is coded on the case.

TBA: Take no action to change income on the TBA case. If the client thinks they are eligible for more SNAP benefits if not in TBA, have them reapply. If they are eligible for more SNAP benefits using the current situation, end TBA and give regular SNAP.

**Example 5:** New household member

A client reports that her husband has moved into the home. He is required to be a member of the SNAP filing group. He is employed and working 32 hours a week. Always add the person with their income. Therefore, his income must be coded on the case at the same time his needs are added to the group.

CRS: Send a [DHS 210A](#) asking for the information needed to add the husband to the case. This includes his SSN, along with proof of income. Only add his needs to the case when his income is added.

SRS: The report that her husband has joined the household must be treated as a request for benefits. Send a [DHS 210A](#), asking for any information needed to add the husband to the case. This includes his SSN, along with proof of income.

TBA: Narrate the report. To get SNAP benefits for the husband, the group will need to reapply for SNAP. His needs can be added only if the group will receive more benefits using the current situation. End TBA when benefits will be more using the current situation.

**Example 6:** Job Quit and new job

A client reports she quit her job last Friday but began a new job today. She indicates her new job is for 15 hours a week at $8.00 an hour.

CRS: Send a [DHS 210A](#) and ask for proof of the income from the new job and the reason for the job quit. Explore OFSET disqualification if good.
cause does not exist. Change the EML amount when the new earned income is verified.

SRS: If it is believed the new income, in combination with other income, puts the group over the countable income limit, send a DHS 210A requesting proof of the income and the reason for the job quit. If it is believed the group’s income will remain below the countable income limit, narrate the report and take no additional action due to lack of verification. Make a decision regarding good cause for job quit and possible disqualification when the DHS 852 is processed or at next recertification, whichever action is first.

TBA: Narrate the report only.

Section 8. Effective dates examples

Acting on changes in CRS examples

**Example 1:** On February 10, a pregnant client in the CRS reports that her due date is March 3. She is advised to report it as soon as the baby is born. If the baby is born in February and she reports it that month, add the newborn to benefits effective March 1. If the baby is born in March and she reports it that month, add the newborn to benefits effective April 1. If the baby is born in February and she does not report it until March, add the newborn to the benefits effective April 1.

Acting on changes in SRS examples

**Example 1:** New rent

On December 3, a client in SRS reports that her rent was increased by $50 per month. The certification period is November 1 through October 31. Rent does not need to be verified. The worker does not find the amount questionable and therefore changes the rent amount on FSMIS, narrates the action and waits for receipt of the DHS 852 to determine changes for the seventh through 12th month of the certification period.

**Example 2:** New address

On November 3, a client in SRS reports that she has moved to a new address. Her certification period is October 1 through September 30. She does not report the new shelter costs or household composition information. The worker changes the mail address field on FSMIS, effective December 1, narrates the action and waits for receipt of the DHS 852 to determine changes for the seventh through 12th month of the certification period.
No further action is necessary because there is not enough information to determine if the change will increase or decrease benefits.

**CAUTION**

Change the residence address on FCAS only if the new shelter costs are reported.

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**Example 3:** Reduced work hours

On January 5, a client in SRS reports that she is only working 32 hours a week. Due to a drop in business, her employer reduced all employees work hours. Her certification period is November 1 through October 31. The worker finds this questionable and wants verification before recomputing the benefits. The worker tells the client to submit proof of the reduction before taking action to increase benefits. The client may submit the proof now or wait and submit it with the DHS 852 in April along with the verification of March income for the May through October benefits.

If the client is an ABAWD living in a time-limit area, no referral to OED is needed as the client is still working 30 or more hours a week and therefore remains exempt from the SNAP time limit. If the reported hours were less than 30 hours a week or the equivalent at federal minimum wage, the client would no longer be exempt from the SNAP time limit. In this instance, verify the work hours. If still working 20 or more hours a week, establish the non-JOBS case plan with the BF step and note two weeks of verified work hours. If working less than 20 hours a week - give the client a referral to OED for the balance of the work hours, create the non-JOBS case plan with the PE step for OED and the BF step with the verified work hours for two weeks.

**Example 4:** New income verified

On March 10, a worker from the Social Security Administration calls the branch office to report a client in SRS has been determined eligible for SSI and the first regular payment will be April 3. The certification period is November 1 through October 31. This information is considered verified upon receipt because it was reported by a party that is responsible for the
income. The worker narrates the information, sends a 10-day notice to reduce benefits and takes action for the April benefits.

**Example 5:** Income over 130 percent

On July 9, a client in SRS reports that their income last month increased over the countable income limit. The client expects to continue to receive this each month. The client was required to report this information. The worker sends a **DHS 210A** requesting proof of the income. If the requested verification is not received by the due date, the worker will also send a closure notice for lack of receipt of the requested information needed to accurately determine eligibility or benefit level. When the proof is received, the income must be adjusted if necessary following any required notices.

**Example 6:** Change in household composition

A household participates in SRS. A member of the SRS filing group leaves and becomes a member of another filing group. The new household is participating in CRS. The SRS filing group is not required to report changes in household size. However, the CRS filing group is required to report changes in household composition. What actions must the department take?

Remember: Losing a member does not necessarily mean a decrease in SNAP benefits (the departing member may have had income); and gaining a member does not necessarily mean an increase in SNAP benefits (for the same reason).

- Remove the person from the losing SRS filing group (**SNAP-C.2**). This may require a Timely Continuing Benefit Decision Notice if the result is less benefits;
- Add the person to the gaining CRS filing group. This may require a Timely Continuing Benefit Decision Notice if the result is less benefits. This action does not become effective until the needs of the person leaving the SRS filing group have been removed from FSMIS and the notice period has ended.

Same situation as above except that neither household reported a change in household composition.

- The SRS household was not required to report the change;
• The CRS household was required to report the change but did not. Would either household be overissued or underissued, and would a claim be appropriate?

Let us take this in three parts:

• The effect on the losing household’s SNAP benefits:

First, let us consider the losing household in SRS, which is not required to report changes in household composition. There can be no over or underissuance because the household was not required to report the change.

• The effect on the gaining household’s SNAP benefits:

Second, the gaining household in CRS, which is required to report changes in household composition:

• Calculate the benefit that the gaining household would have received, considering the new member’s circumstances;

• Determine the first month in which the benefit would have changed, taking into account the extra time that will elapse if a Notice of Adverse Action is required;

• If the calculated benefit would be lower, the gaining household was overissued;

• If the calculated benefit would be higher, the gaining household was underissued. However, there would be no restored benefits because the household caused the underissuance (273.17(a)(1));

• Claims.

Third, the possibility of a claim.

• For the losing household there can be no claim. This household met all of its reporting requirements.

• For the gaining household a claim is appropriate if there was an overissuance.

Example 7: Lottery or gambling winnings

On August 5, a client in SRS reports that they won $4,000 in video poker in July 15. When speaking to the worker, the client reports they used $1,000
to pay off a debt and used another $500 to pay part of their bills. With a balance of $2,500 now in their savings. Since the client no longer has lottery or gambling winnings equal to or greater than the SNAP resource limit for elderly or disabled households no additional action is required. The worker needs to narrate this conversation. If the client later reports they have $3,500 or more in lottery or gambling winnings, the worker must take action to close the case with timely notice.

Example 8: On December 16, a client in TBA reports that she has moved to a new address and that her 17-year-old child is no longer living with her. She is now in a low-income housing complex and her rent is $87 a month plus utilities. Her TBA period is November 1 through March 31. The worker codes the new address onto FCAS and narrates the action. The daughter’s needs are not removed as she has not applied for SNAP in another household. The rent is not adjusted as it will change the benefits. These changes will be acted on when the client reapplies after her TBA period ends.

Acting on changes in TBA examples

Example 9: On December 16, a client in TBA reports that she has moved to a new address and that her 17-year-old child is no longer living with her. She is now in a low-income housing complex and her rent is $87 a month plus utilities. Her TBA period is November 1 through March 31. The worker codes the new address onto FCAS and narrates the action. The daughter’s needs are not removed as she has not applied for SNAP in another household. The rent is not adjusted as it will change the benefits. These changes will be acted on when the client reapplies after her TBA period ends.

Example 10: On November 5, a client on TANF reports her estranged husband has moved into the home. The worker sends a notice and closes TANF effective November 30, based on no deprivation. The family does not reapply for two-parent TANF and TBA begins December 1. The TBA filing group includes the client and children who received SNAP in November. The father is not added to the SNAP case in TBA. The group may apply for SNAP if they believe adding him and his income will increase the SNAP for the household. If he wants SNAP benefits, the group must apply. His needs will be added only if the group is eligible for more SNAP benefits using the new application. If eligible for more SNAP benefits, the TBA must end and the group recertified for regular SNAP.
### Section 10. Notices; general information examples

**Example 1:** McKenzie just moved to Roseburg from Helena, MT. He files for SNAP on June 16. McKenzie received SNAP benefits from Montana in June, but he will be eligible here July 1. Send a denial notice for June citing concurrent benefit.

**Example 2:** Barbaro’s SNAP certification expires August 31. He sends in his completed recertification packet on July 16. Because this application will be used to determine eligibility for his next certification period, a denial notice is sent only if he is found ineligible beginning September 1.

**Example 3:** 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 and there is no need to reapply. Narrate this conversation. No denial notice is needed.
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