

# Operations Memorandum - SNAP OPS110801

August 9, 2011

**SUBJECT:** Supplemental Nutrition Assistance Program (SNAP) Scheduling of SNAP Application Interviews and 100% Review of Proposed SNAP Rejections Using Codes 042 and 047

**TO:** Executive Directors

**FROM:** Lourdes Padilla ,Director, Bureau of Operations

## Purpose

To provide direction and procedures to be followed when scheduling interviews for SNAP applications, and to announce the requirement of a 100% supervisory review of all proposed SNAP application rejections using reason codes 042 and 047.

## Background

Failure to schedule an interview with a specific date and time (or two to four hour time range) is the main cause of the increase in the Quality Control (QC) negative case error rate.

## Discussion

SNAP [HB 504.12](#) mandates that a household must participate in an interview to supply additional information in order for the County Assistance Office (CAO) to make an eligibility determination. The steps involved in scheduling the application interview are determined by when initial contact is made with the household.

## **EXPEDITED SNAP BENEFITS INTERVIEW**

Food and Nutrition Services (FNS) mandates that every application must be reviewed for expedited service eligibility on the same day it is received in the CAO. If the household is eligible for expedited service, the CAO is obligated to conduct an expedited interview before expedited benefits are authorized.

If the CAO is able to interview the household on the same day the application is received, there is no need to schedule another interview appointment. This one interview serves two purposes:

1. It is mandated by FNS prior to issuance of expedited benefits;
2. It serves as the application interview where the CAO can request any additional information. The CAO must provide the applicant a deadline date to return verification to the CAO.

The additional information requested at this interview is required to determine the household's eligibility for ongoing benefits. Therefore, a thorough review of the submitted application, the household's exchange information, prior narrative entries, and other available information must be completed prior to the interview in order to request necessary verification.

The worker must **narrate** the interview discussion points as well as whether any additional information was requested. The comments should be very detailed since there is no need for another interview.

NOTE: Supplemental [Handbook 815.1](#) states that case narratives must contain sufficient detail about CAO actions, including client contact and discussions, to permit reconstruction of why eligibility decisions and/or changes were or were not made.

If contact with the household is not made on the same day the application is received, the worker must follow the steps in outlined in Ongoing SNAP Benefits Interview.

## **ONGOING SNAP BENEFITS INTERVIEW**

Even if the household appears to be ineligible for ongoing benefits based on information contained in the application, an interview must still be scheduled with the household.

If the household was interviewed because they were entitled to expedited service, there is no need for another interview to be scheduled or conducted. The application interview was completed and information was requested.

If the household is not eligible for expedited service or the household was not contacted on the same day the application was received, the CAO must:

- ü Narrate the attempt to contact the household, if entitled to expedited service and they could not be reached;
- ü Issue a PA 253, Appointment Notice and Checklist, scheduling the household for an interview appointment with a specific date and time (or two to four hour time range);
- ü Narrate issuance of the PA 253 and indicate the scheduled interview date and time;
- ü If the household does not complete the scheduled interview, issue a Notice of Missed Interview (NOMI) as soon as possible after the missed interview;
- ü If the household failed to be interviewed and the NOMI was sent, reject the application 30 days from the date of application using reason code 047.

Or

- ü If the household is interviewed but fails to submit requested verification, reject the application 30 days from the date of application using reason

code 042, and list each verification item that was requested and not provided in the notice.

Remember: A household must be given at least 10 days from the date of initial request to provide any missing verification requested by the CAO.

NOTE: Supplemental Handbook 815.1 states case narratives must contain sufficient detail about CAO actions, including client contact and discussions, to permit reconstruction of why eligibility decisions and/or changes were or were not made.

## **MANDATORY SUPERVISORY REVIEW**

To improve the QC negative accuracy rate, caseworkers will be required to complete an Application Checklist ([Attachment](#)) for each SNAP application. A caseworker proposing a rejection using reason code 042 or 047 must submit the checklist and application materials to a supervisor for review **prior** to taking any action. Supervisors will review 100% of the applications proposed to be rejected using reason codes 042 and 047. The supervisor will enter the results of each review into the 'SNAP 100% 042/047 Rejection Review' database, [http://SNAP\\_CAOREjectionReview/SNAPReviewMainMenu.htm](http://SNAP_CAOREjectionReview/SNAPReviewMainMenu.htm), located on the BPE website under the 'Error Prone Targets for CAO Supervisor Reviews' link under the Rushmore Database tab. Instructions for the using the database can be found within each of the links in the database.

Below are the steps that should be taken for this mandated review of proposed 042 and 047 rejections:

1. Print an Application Checklist for all submitted SNAP applications.
2. Worker(s) will initial the checklist to indicate each step was completed (if applicable).
3. Worker proposing a rejection will submit the checklist and application materials to a supervisor for review **PRIOR TO REJECTION** using reason codes 042 and 047.
4. Supervisor will review the application and completed checklist, and data enter the findings in the review database (correct or incorrect).
5. If correct, the supervisor will sign the Application Checklist and return the checklist and application materials to the worker to process the rejection and issue the notice.
6. If incorrect, the supervisor will return the unsigned checklist and application materials to the worker for correction. The worker will make the correction(s) and return the checklist and application materials to a supervisor for re-review. No new entry or modification in the database is required. If correct, complete step 5.

## **Next Steps**

1. Distribute and share information with appropriate staff.
2. Review attachment: Application Checklist.
3. Implement upon Receipt.
4. Contact Area Manager with any questions regarding scheduling interviews for SNAP applications.