

# Operations Memorandum - SNAP OPS120904

September 27, 2012

**SUBJECT:** Expedited Supplemental Nutrition Assistance Program (SNAP) Case Comments  
**TO:** Executive Directors  
**FROM:** Richard Wallace, Acting Director, Bureau of Operations

## **Purpose:**

To inform the County Assistance Office's (CAO) of the need to enter additional Case Comments when answering the Expedited SNAP questions.

## **Background:**

To ensure shelter and utility costs are being reviewed by workers and to prevent Quality Control (QC) errors with the entitlement to Expedited Services screening process.

## **Discussion:**

Currently, as workers complete the Expedited SNAP questions page (CAPXFS), the system enters a case comment based upon the responses. Workers have the ability to enter additional comments as needed.

Recent QC findings have identified the need to further document the review of shelter and utility costs when determining a client's entitlement to Expedited Services. While verification of shelter expenses is not required to issue expedited SNAP benefits, the narrative entry to deny expedited benefits needs to document that shelter expenses were considered as part of the Expedited review.

Going forward, workers are required to enter the below phrase in the Case Comments box on the CAPXFS page when question #3 or #4 is answered "NO", and question #7 is answered "NO", the workers are to type in this statement:

**"The household's shelter expenses do not exceed the gross monthly income and liquid resources."**

Please refer to the [attached tip sheet](#) for additional instructions.

## **Next Steps:**

1. Begin to include this comment during EXFS determinations.
2. Review and BPE tip sheet for additional instructions.
3. Refer all questions to your Area Manager.
4. OPS Memo will become obsolete upon completion of system changes.