

Policy Clarification - SNAP

PFS-17638-578

Submitted: 07/15

Agency: CAOs

Subject: SNAP Verification Requests and Rejections

Question: What actions should caseworkers take before requesting additional verification or rejecting a SNAP application for failure to provide verification?

Response By: Division of Federal Programs

Caseworkers should make every effort to avoid requesting unnecessary verification, rejecting applications, or closing budgets when verification is already available from electronic sources, imaging, or has been submitted as a hard copy to the CAO. **Asking for verification of information already available unnecessarily burdens the applicant or recipient.**

When verification is due to the CAO by a given date, the caseworker must allow time for a document to be scanned before the SNAP budget is closed or rejected for failure to verify.

Example: Verification of new income for a recipient is due to the CAO by 07/15/15. The caseworker closes the budget at close of business 07/15/15 as requested verification was not received. On 07/16/15, the caseworker receives the alert that proof of income was received on 07/14/15, scanned 07/15/15, and attached 07/16/15. Since verification of income was received at the CAO by the due date, the budget was closed incorrectly.

The caseworker's very last step before requesting verification or taking negative action should be to check all available sources, and when possible allow time for CAO staff to make documentation available in imaging.

REMINDER: Caseworkers must still reject SNAP applications on the 30th day if verification has not been received. When possible caseworkers should reject as late in the day as possible to allow time to receive alerts for recently received and scanned verification.