

Policy Clarifications - Food Stamp
PFS13667504
(Revised 6/8/07)

Submitted: 4/3/07

Agency: CAOs

Citations:

Subject: Application Interview Rescheduled Beyond 30 Days

Regarding the 98% timeliness goals for application processing, what is the best way to handle an Intake application that the client requests be rescheduled beyond the 30 days? Should the original AP be rejected using code 325 on the 31st day and a new AP# be assigned?

Response By: Barbara Hummel

Date: 5/9/07

No, do not reject the application using code 325. Code 325 is used for applications that are rejected in error. There is no notice that would be sent using code 325.

Based on Food Stamp Handbook 504.61, if the household is the cause of the delay, the County Assistance Office should send a PA/FS 162 notice to deny the application by the 30th day following the date of application. Reason code 047 (Failure to Keep Appointment) is more appropriate. However, the current text provided under that reason code is not adequate when an applicant schedules an appointment after the 30th day.

Suggested text for this situation is:

Your application for food stamp benefits was received by our office on _____. Regulations require that you complete an interview to determine your eligibility for food stamp benefits within 30 days following the date that you filed your application. You did not keep your interview appointment within the 30 days so we must deny your application. We scheduled another appointment for you on _____. You do not need to complete a new application if you keep an interview appointment within 60 days following the date you filed your application and provide all required information and verification. Your food stamp benefits will begin on the date you complete the application process
Regulation: 7CFR 273.2 (h)(2)(A)

The above text will be added to the TNRT table once it is approved. Use the text provided above with reason code 047, option 0 until the text is added to the TNRT table.

The CAO should investigate with the household if a hardship exists. If a hardship exists as per OPS Memo 06-05-02, Waiver of Face-to-Face Interview at Application for the Food Stamp Program, the CAO should offer the household a telephone interview.