

Policy Clarifications –ALL
CASH Assistance- PCA-19804-150
SNAP Assistance- PFS-19804-550
Medical Assistance- PMA-19804-350

Submitted: 3/23/2020

Agency: CAOs

Subject: Decrease or Termination of Income Due to the Coronavirus

Question:

With the coronavirus outbreak currently ongoing, we are hearing about some businesses cutting back the hours for their employees. Since this is a sudden change and verification may not be readily available, can client statement be accepted as verification for the change in income?

Response By: SNAP Policy

Date: 3/23/2020

Yes. If a client reports that they have seen a decrease in hours or have been temporarily laid off due to the coronavirus (COVID-19), the client's statement is acceptable. The caseworker should accept the client's statement, update the household's Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP) or Medical Assistance (MA) (excluding Long-Term Care facility and Home and Community Based Services) benefits as soon as possible, send the appropriate notice, and narrate that the individual reported the change was due to the COVID-19 outbreak and appropriate action was taken.

If the CAO determines at a later date that the income did not decrease, the CAO will file an overpayment.