**Policy Clarification**

**SNAP – All**

**PFS-20792-577**

**Submitted: February 23, 2022 Agency: CAOs**

**Subject: Supplemental Nutrition Assistance Program (SNAP) On-Demand Language on the PA 253**

**Question:** **When should the PA 253 with SNAP On-Demand language be sent to the client?**

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| **Response By: DFPPM** |  **Date: February 24, 2022** |  |  |
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Any time a worker is processing a SNAP only or combination SNAP/Medical Assistance (MA) case and a telephone interview is scheduled through the pending verification screen in the Electronic Client Information System (eCIS), the system will send the PA 253 with SNAP On-Demand language. This includes all workflows. If the case is a combination Cash/SNAP, Cash only, Cash/MA, or MA only and the worker schedules a telephone interview through the pending verification screen in eCIS, the system will **NOT** send a PA 253 with SNAP On-Demand language.

If a renewal packet is generated through Case Management, the packet will include a PA 253 with the specific date and time that the worker selects and will not include any SNAP On-Demand language.

If a client requests to reschedule their renewal interview, the caseworker should reschedule by sending the 810/4 Notice of Missed Interview (NOMI). To send this NOMI, workers navigate to the Correspondence header and select Notice Letter Generation from the dropdown. Select CP Contact Letter and enter relevant case information and click search. A few sections will appear below. Select the address or enter an address if the address on the case is not correct. Under Letter Details, select “no” from the Business Reply Envelope dropdown, enter the relevant date and time fields, and click submit.

If the caseworker needs to reschedule a renewal interview because of the caseworker’s needs, the caseworker should send a CACLET through the Correspondence Notice Letter Generation portal. Similar to the NOMI, caseworkers will select CP Contact Letter, enter relevant case information, and click search. Select or enter the address and select “No” from the Business Reply Envelope dropdown. In the text box enter the following text:

We needed to reschedule your renewal interview. Your renewal interview was scheduled for MM/DD/YYYY. Your new interview date is MM/DD/YYYY at 00:00 AM/PM. If you are not interviewed by MM/DD/YYYY your SNAP benefits will stop.

If contact outside of the application or renewal interview is necessary, for example: out of state EBT usage, whereabouts unknown, etc., the caseworker should not be scheduling an interview through an eCIS flow. The caseworker should be sending a CACLET requesting contact. Scheduling an interview through the maintenance workflow will send an On-Demand PA 253.