

Policy Clarification

SNAP – All

PFS-20425-550

Submitted: 2/25/2021

Agency: CAOs

Subject: Client appears over income on application

Question: The income listed on the application is over the income limit for SNAP. Normally this would be discussed during the interview and if the household confirmed the income listed on the application is correct, the application could be rejected using the client's statement. Since no interviews are currently being conducted is client contact still required before rejecting an application for being over income?

Response By: DFPPM

Date: 4/12/2021

Yes. If the income appears to be over the income limit for SNAP, the caseworker should attempt telephone contact to review the income the client listed on the application. If the client confirms that the income listed is correct, the caseworker can use client statement and reject the application, and narrate that contact with the client was made, income that was discussed and that the application was rejected. If the client is unavailable for contact, a PA 253 should be sent requesting income verification. When the verification is received, the application should be processed using that information. If the verification is not received, the application should be rejected using reason code 042 when the application is at 30 days.