



DATE: **April 29, 2025**
 March 20, 2025

OPERATIONS MEMORANDUM #25-03-02

SUBJECT: **Revised** Supplemental Nutrition Assistance Program (SNAP)
 Pennsylvania Combined Application Program (PA CAP) Decommissioning

TO: Executive Directors

FROM: Robert Hixson
 Director
 Bureau of Operations

PURPOSE

To provide instructions for the decommissioning and case management of PA CAP.

SUMMARY AND CHANGE

| Old Policy | New Policy |
|------------|--|
| | FS 70 cases outside of a certification period will be transitioned to FS 00 and set to close. These cases will be provided a Simple Application for SNAP for Elderly or Disabled Households (PA 1935) to return and continue eligibility if appropriate. |
| | FS 70 cases within a certification period will be transitioned to FS 00 and be put into change reporting with a future renewal due date and a green edit message. Typical renewal processing will occur for these cases. |

| Old Process | New Process |
|---|---|
| FS 70 cases are automatically opened based on Social Security Administration (SSA) information from Exchange Six and eligibility is managed by SSA. | SSA will send applications to the Department of Human Services (DHS) to be processed without need for interview and eligibility will be managed by DHS. |

BACKGROUND

In January 2007, Pennsylvania began participation in the PA CAP demonstration project. This project was designed to assist qualified Supplemental Security Income recipients to access SNAP benefits and assist DHS by enabling SSA to process eligibility for these cases.

PA CAP applications and recipients were auto opened through a Client Information System batch process and identified in the Electronic Client Information System (eCIS) under the Program Status Code FS 70. County Assistance Offices (CAOs) are responsible for closing PA CAP cases in certain scenarios and have a limited role in ongoing case maintenance. PA CAP recipients did not have to apply for benefits, renew benefits, verify information, or report changes to DHS through the CAO.

The PA CAP Demonstration project is being decommissioned due to limited SSA eligibility activities and limited corresponding DHS eligibility functionality leading to risk of error.

DISCUSSION

The PA CAP batch running on the night of March 18, 2025, will be the last PA CAP batch run to open new cases. All open PA CAP cases in eCIS will be transitioned from FS 70 to FS 00 on March 22, 2025. The cases will fall into one of the three categories:

- FS 70 cases that are out of certification will be closed effective April 30, 2025, and a PA 1935 with a Business Reply Envelope (BRE) will be provided with the closure notice. The notice will be mailed at the end of March and will not be viewable in eCIS as it will be generated through a mailing file to the Department of General Services. See Attachment 1 - PA CAP Closure Notice (CM 686), for a template of the notice this group will receive.
- FS 70 cases whose recertification due date is May 31, 2025 through May 31, 2026 will keep their currently assigned renewal due date. These cases will receive a letter in April informing them of the transition to regular SNAP and their new responsibilities. See Attachment 2 - PA CAP Case Transition Letter (CM 687), for a template of the letter this group will receive.
- FS 70 cases whose recertification due date is June 30, 2026 through February 28, 2029 will be data fixed to a year earlier to convert them from a 48-month renewal period to a 36-month renewal period. These cases will receive a letter in April informing them of the transition to regular SNAP and their new responsibilities. See Attachment 2 - PA CAP Case Transition Letter (CM 687) .

Effective June 14, 2025, all transitioned cases will have a green edit message that populates on the Case Summary page to inform workers that the case was part of the transition and there are limited changes that should be made to the case. Once the case has a renewal processed, the green edit message should no longer appear on the

Case Summary Screen. The green edit message will read: “This case was transitioned from FS 70 to FS 00. Benefit adjustments should be limited to only household reported changes until running the renewal.”

NOTE: The removal of the green alert will be completed on a quarterly basis via a data fix. This means the green message could remain on the Case Summary screen for up to three months after the renewal is completed.

Case changes and how to make them:

Effective June 14, 2025, cases that were transitioned from FS 70 to FS 00 will have a green edit message that populates on the Case Summary page to inform workers that the case was part of the transition and there are limited changes that should be made to the case.

If the household would like to update the address, phone number, and/or name change, these changes can be made in maintenance mode. To make these changes without failing the budget the CAO will need to:

1. Navigate to the Program Request Questions screen and answer the required questions.

Payment Name: ██████████ Case #: ██████████ County: ██████████ Dist: ██████████ Status: Open Mode: Maintenance

Case Non-Financial | Program Request Questions eCISstance Previous Next

Cash

Last Update: ██████████ By: ██████████ Update Authorized By: ██████████ Authorized By:

*Cash - Head of Household: ██████████

Required Cash Application Signature(s) Provided?

| Individual | Special Category | GA Qual. Code |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

Emergency Shelter Allowance Request Reason: *Has the individual been interviewed for Cash?

MA

Last Update: ██████████ By: ██████████ Update Authorized By: ██████████ Authorized By:

*MA - Head of Household: ██████████ Non Money Payment Income Spend Down: Consent to move from CHIP to MA?

Required MA Application Signature(s) Provided?

Specified Low Income Medicare Beneficiary/Qualifying Individual:

*Number of years consented to use FTI data to renew eligibility:

| Individual | Special Category | PE Begin Date |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

Food Stamps

Last Update: ██████████ By: ██████████ Update Authorized By: ██████████ Authorized By:

*Food Stamp - Head of Household: ██████████

Required SNAP Application Signature(s) Provided?

*Is household homeless?: Homeless Household Start Date:

Is homeless household in a shelter?: Does homeless household pay rent?

*All people who live together and purchase & prepare meals are included:

*Has the client been interviewed for SNAP?

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- The caseworker should answer the Cash question “Has the individual been interviewed for Cash?” as “yes” in the Cash section.

NOTE: If there is not a J budget on the case, the Cash section will not appear on the Program Request Questions Screen.

- In the SNAP section of the Program Request Questions screen, the caseworker should answer the question "Is the household homeless?" to the best of their knowledge. If this question is answered "yes", the other homeless questions should be answered using the information the caseworker has available.

4. For the other questions: "All people who live together and purchase & prepare meals are included:" and "Has the client been interviewed for SNAP?", these should both be answered "yes".

NOTE: If the information being added would not affect the benefit amount, the CAO will need to complete an override to ensure the benefit amount remains the same.

Program/Individual Adds:

If a PA 1935 or another SNAP application is received, the CAO will make contact with the household to conduct an interview and run the case through reapplication mode. The SNAP benefits will be reevaluated and a new benefit level will be determined with an updated recertification period.

If an application is received for another benefit (for example, a waiver application), the caseworker should contact the household and encourage them to complete a SNAP renewal. If the household completes the SNAP renewal, SNAP benefits will be evaluated, a new benefit level will be determined with an updated recertification period. If the household does not wish to complete the renewal or a renewal is sent but not completed, the caseworker would need to override the SNAP amount on the Run Eligibility screen.

In the event the household wants to add an individual, the CAO should follow standard guidance for a SNAP individual add, and after eligibility is run, the case would no longer need to follow the guidelines in this Operations Memorandum (Ops Memo).

Change Reporting Status:

SNAP cases that were transitioned from FS 70 to FS 00 with a future renewal date will become Change Reporting households which means they are not enrolled in Semi-Annual Reporting. If the household reports a change, the CAO should verify the information and make the change. If the verification is not received and is required information, the CAO should take appropriate action to close the case and narrate.

EXAMPLE: If a household reports an income change but does not provide income verification, the CAO should close the case due to the need to verify income.

EXAMPLE: If the household reports medical deductions but does not provide the verification, the CAO would not close the case and would not add the deduction until it is verified.

Case Alerts:

Case alerts received on the transitioned cases should not be acted on until renewal. An exception to this would be any SNAP Mass Change alerts that may be received. The SNAP Mass Change Ops Memo will include details on how to approach these scenarios.

Appeal of PA CAP case closure:

If the household responds to notice of closure by providing the Fair Hearing form by June 30, 2025, the CAO should follow the normal process for SNAP appeals. To recreate the required notice for the appeal, the caseworker can find fillable English and Spanish versions of the CM 686 in Docushare. Fair Hearing forms received before April 15, 2025, will be eligible to continue receiving benefits until the hearing decision is made. The household should be encouraged to reapply for SNAP benefits using the PA 1935 provided with the closure notice and to return the application using the provided BRE. More information on SNAP appeals can be found in [Supplemental Handbook Chapter 870](#).

NOTE: All BREs included with the PA CAP closure notice and transition letter will have a green line on the envelope above the return address to indicate that it is related to this PA CAP initiative.

Applications received for the closed PA CAP population:

The PA CAP population that is past their renewal date and closing April 30, 2025, will be receiving a PA 1935 with their closure notice. These households are being encouraged to submit the application in April to not have a lapse in benefits. These households should have a begin date of May 1, 2025, if the application is provided on or before May 1, 2025. These applications should follow standard application processing. If the application is received after May 1, 2025, then the date of application will be the benefit open date in accordance with standard SNAP policy.

Applications received for the PA CAP population that is remaining open:

The PA CAP population that are remaining open are receiving Attachment 2 - PA CAP Case Transition Letter (CM 687). This letter also includes a PA 1935 and BRE similar to the CM 686. If an application is received for this population, the CAO should contact the household to do an interview and run the case through reapplication mode.

Applications received from the SSA:

SSA will continue to take applications for SNAP benefits. When an application for SNAP is received through SSA via Commonwealth of Pennsylvania Access to Social Services (COMPASS), email, mail, fax or directly as indicated by SSA.gov emails, SSA coversheets, or SSA COMPASS Community partners, there are specific application processing rules. The interview requirement has already been satisfied by SSA; the

CAO does not need to do an additional interview. The CAO should only contact the household to obtain information to certify the SNAP if:

- The application is not complete.
- Required verification is missing.

NOTE: The CAO should follow verification guidance in SNAP Chapter 578 – Verification Requirements when determining what verification is required.

- Information on the application is questionable.

NOTE: Questionable information is subjective. The CAO should narrate thoroughly what and why it is questionable and what is needed to clarify as well as provide the household a PA 253.

NEXT STEPS

1. Share and review this Ops Memo with appropriate staff.
2. Direct questions on this Ops Memo to your Area Manager.
3. This Ops Memo obsoletes Ops Memo 07-01-04.

ATTACHMENTS

Attachment 1: [PA CAP Closure Notice \(CM 686\)](#)

Attachment 2: [PA CAP Case Transition Letter \(CM 687\)](#)