

# **Policy Clarifications SNAP PFS-18960-580**

**Submitted: 7/23/2018**

**Agency: CAOs**

**Subject: Time limit on restoring returned SNAP benefits**

**Question:**

We have a question about the SNAP policy in 580.51. It says in part: "The CAO must reissue benefits that are due to the household including returned benefits that have been posted in the benefit history and any new benefits that the household would be eligible for. The household must receive any benefits for their entire certification period." But then it goes on to state: "The time limit for replacement of returned benefits is one year from the date of original issuance." Our question is: What if the returned benefits the client is asking for were issued more than one year ago, but within the certification period, as some clients have 2-year or 3-year certification periods?

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**Response By: Division of Family Assistance/DFPPM      Date:7/23/18**

Federal regulation 7 CFR § 274.2(h)(2) advises the State agency to expunge benefits that have not been accessed by the household after a period of one year. The EBT card would remain inactive until the client contacts the CAO to have his or her SNAP benefits restored. Once the client contacts the CAO, the CAO can restore returned benefits that were originally issued within one year of the request to restore benefits.

Example: An ESAP household's certification period is January 1, 2017 through December 31, 2019. The household never uses their SNAP benefits and their EBT card becomes inactive in July 2017. The household contacts the CAO in March 2018 to request their benefits be restored. The CAO must reissue benefits for March 2017 through March 2018 and continue with the original certification period. Benefits for January 2017 and February 2017 are unable to be restored as the request to restore benefits is greater than one year from the original issuance date.