

DATE: August 31, 2020

OPERATIONS MEMORANDUM #20-08-04

SUBJECT: Supplemental Nutrition Assistance Program (SNAP) Expiration of Expedited SNAP (EX-SNAP) Interview Waiver

TO: Executive Directors

FROM: Inez Titus
Director
Bureau of Operations

PURPOSE

This Operations Memorandum provides instructions for data entry and notices for EX-SNAP cases in which the caseworkers are unable to reach applicants to complete the interviews.

BACKGROUND/DISCUSSION

On April 30, 2020, the waiver expired that allowed caseworkers to postpone the interview prior to issuing EX-SNAP. On August 31, the waiver expired that eliminated the interview requirement for all SNAP applications. Effective September 1, 2020, the CAO must conduct interviews prior to issuance of EX-SNAP and for all SNAP applications.


Caseworkers will attempt to contact the applicant to complete the EX-SNAP interview on the **same day** the application is received, when possible, in accordance with the Supplemental Nutrition Assistance Program Same Day Cold Call and Interview Information Memorandum. The caseworker will narrate the attempt to contact the applicant. If the caseworker reaches the applicant for the interview, the application shall be processed normally.

NOTE: All calls, case narratives, and processing are to be completed on the same day that the application is submitted, when possible.

If the caseworker cannot reach the applicant to complete the EX-SNAP interview, follow the steps below to process an EX-SNAP case when the only missing eligibility requirement is the interview.

NOTE: The system is not designed to fail EX-SNAP when an interview has not been completed. If the household is ineligible for EX-SNAP for any other reason, the EX-SNAP should be failed for that reason instead of using the process below.

1. Complete the Case Summary through Program Request screens as usual, entering the required information.
2. On the Program Request Questions screen, answer all of the questions with the correct information except, “Is there any postponed verification from a previous expedited issuance that the household must provide?” This question must be answered ‘Yes.’ This will cause EX-SNAP to fail and the EX-SNAP work item to change to Not Eligible for expedited.
3. Continue through the remaining screens until Execute Eligibility and then run eligibility.
4. Household should fail EX-SNAP.
 - i. If the case is being put in a Pend Commit status, process through the rest of the case, enter narrative and submit.
 - ii. If the case is not being put in a Pend Commit status, process through until SNAP Budget Authorization Screen and unlock the case.
5. After submitting or unlocking the case, using the ‘Corr’ drop-down on the top of the screen, select Details.
6. On the Details screen, enter the county and record number under the ‘By County and Record Number’ section, and click Search.

By County and Record Number						
*County	*Record #	Category	GG	From	Through	Patient Pay
67 - York	8396465					
SEARCH 						

7. Search results will appear below. Select the Details carrot for the 744 notice.

By County and Record Number

*County	*Record #	Category	GG	From	Through	Patient Pay
67 - York	8396465					

SEARCH


By Case Number - LIHEAP Notices

*Case #

SEARCH

Search Results

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Date	County	District	Record	Budget	Notice Option	Type	eCIS Id	CWOPA Id	Commit Time	Status	Provider Copy	Patient Pay	Details
8/27/2020	York - 67	0	8396465	FS 00	744	2	W - Automated PA163	T-DHEADER1	2:55 PM	Q - Pending	No		

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8. On the Details screen, select Delete. The system will show a message asking for confirmation. Click 'OK'.

Client Notice Information

Case #: 678396465 District: 0 Notice: 744 Option: 2 Type: W Notice Effective Date: 08/26/2020

Payment Name:
JUSTA TEST
MCVEIGH DO NOT USE
YORK PA, 17403

Provider: MPI #:
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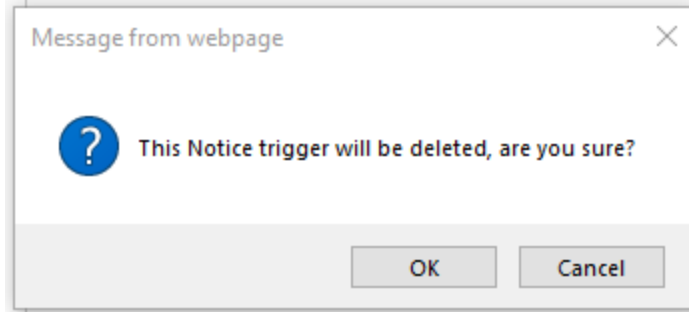
Budget	Notice Effective Date	Prior Recurring Benefit	Current Recurring Benefit
FS 00			

Budget	OTI Amount	Certification Period	Benefit Delivery Method
FS 00			

Additional Text:

0

DELETE **BACK**



9. After deleting the Notice trigger, which will cancel the 744 notice, issue a manual PA 1599 (Attachment 1).
10. Navigate to the case comments and modify the system-generated narrative to the following: **Household evaluated this date and is not currently eligible for expedited SNAP benefits because the household has not completed the required interview. Manual PA 1599 sent.**

NEXT STEPS:

1. Implement these changes for SNAP benefits issued on or after September 1, 2020.
2. Review case alerts for appropriate action.
3. Send the appropriate notice for lack of SNAP interview.
4. This Operations Memorandum will become obsolete when the system is updated.

ATTACHMENT:

[Attachment 1: PA 1599](#)