

SNAP/TANF Program Policy Manual	
<b>CHAPTER: 2200</b> <b>CONTINUING CASE PROCESSING</b>	<b>SECTION: 2200</b> <b>TABLE OF CONTENTS</b>

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## 2200.00.00 CONTINUING CASE PROCESSING

This chapter contains policy regarding continuing case processing, including:

- Continuing Case Processing (Section 2200)
- Redeterminations (Section 2205)
- Interim Reporting (Section 2212)
- Changes (Section 2215)
- Processing Changes (Section 2220)
- Adding an Individual to the AG (Section 2225)
- Entitlement without verification of expenses (Section 2230)
- Timely Notice of Adverse Action (Section 2232)
- AG Changes Address (Section 2240)
- Voluntary Withdrawal from Assistance (2250)
- Footnotes for Chapter 2200 (Section 2299)

## 2205.00.00 REDETERMINATIONS

A periodic review of eligibility is necessary on assistance cases to ensure accurate case processing. During a redetermination, the individual or authorized representative participates in an interview and verifications are obtained for all unverified eligibility factors.

## 2205.05.00 ESTABLISHING THE REDETERMINATION MONTH

All Non-elderly/disabled SNAP assistance groups and elderly/disabled AGs with earnings and/or self-employment must have a redetermination interview every twelve (12) months. (f2)

SNAP assistance groups containing all elderly (Individuals aged 60+) and/or disabled members are given a 36-month certification period. Under the simplified requirements, data matching must be used to gather SNAP eligibility information for the elderly/disabled SNAP AGs. (f3)

All CASH assistance groups must have a redetermination interview every twelve (12) months. (f4)

## 2205.10.00 SCHEDULING REDERMINATION INTERVIEWS

**For SNAP**, a Notice of Expiration is sent to AGs approximately 45 days prior to the certification period expiration date. The notice advises the client that the certification period is ending and that an interview will be required. (f5)

For all AGs (**SNAP and CASH**), approximately 6 days prior to the interview, an appointment notice will be mailed advising of a specific time and method of interview.

## 2210.05.00 TIMELY SUBMISSION OF THE REDETERMINATION (S)

To be considered timely:

- The interview must be completed by the 15th of the last month of the certification period.
- A Summary of Eligibility must be signed by the individual or authorized representative and returned for the redetermination to be considered complete. (f1)
- For a redetermination to be processed within the certification period, interviews must be scheduled to allow 13 days for verification to be returned prior to the end of the certification period. (f6)

Authorization:

- If all verifications are provided and the AG is eligible, the case must be authorized by the end of the last certification month. (f7)
- If all required verifications are submitted after denial, but before the end of the month immediately following the end of the certification period, the denial is to be rescinded. If eligible, the date the final required verification was received is to be used as the proration date for benefits. (f8)

## 2210.05.05 UNTIMELY SUBMISSION OF THE REDETERMINATION (S)

It is considered untimely submission if the client reschedules the interview for after the 15<sup>th</sup> of the last month of the certification period.

The following standards apply for untimely redeterminations:

- The redetermination is to be processed by the 30th day after filing; and
- A 13-day period is allowed for verifications.
  - If verifications are not received by the 13th day, the redetermination is denied.
  - If all required verifications are submitted after denial, but before the end of the month immediately following the end of the certification period, the denial is to be rescinded. If eligible, the date the final required verification was received is to be used as the proration date for benefits.

## 2212.00.00 INTERIM REPORTING (S)

Non-elderly/disabled and elderly/disabled SNAP assistance groups **with** earned income will be required to complete a SNAP Interim Report at the 6th month of the SNAP certification period.

SNAP assistance groups containing all elderly and/or disabled members **with no** earned and/or self-employment income will not be required to complete a SNAP Interim Report. The following is the timeline for Interim Reports:

- The system will send applicable AGs the SNAP Interim Report at 6 calendar days prior to recur date in the month prior to the Interim Report month (either the 5<sup>th</sup> or 11<sup>th</sup> month of the certification period).
- The SNAP Interim Report is sent with a cover letter to explain the form and provide instructions and inform of which verifications may be needed.

- If a client turns age 60 during the certification period, there is still a requirement to submit an Interim Report at 6 months. This AG would not be considered elderly/disabled AG. At the next certification the AG will not be required to submit a SNAP Interim Report.
- The due date for the SNAP Interim Report is the 1st calendar day (or the next business day if the 1st falls on a weekend or holiday) of the Interim Report month (either the 6<sup>th</sup> or 12<sup>th</sup> of certification of the period).
- If a SNAP Interim Report is not submitted by the 1st calendar day (or next business day if the 1st falls on a weekend or holiday) of the Interim Report month, a reminder notice will be sent to the AG and the Authorized Representative that the Interim Report is due within 10 days of the mailing of the reminder notice.
- If the SNAP Interim Report is not received, the AG will be set for system closure in time to allow for notice of adverse action.
- If the SNAP Interim Report is submitted prior to the effective date of closure, a rescinding action must be taken.

## 2212.05.00 COMPLETE INTERIM REPORTS (S)

For the Interim Contact form to be considered complete:

- The form must be signed by the individual or authorized representative.
- Have all questions answered.
- Provide acceptable verification for each item that has been answered as “yes” on the form. Acceptable verification includes, but is not limited to, the following:
  - For jobs: pay stubs for the last 30 days.
  - For unearned income: award letter with current amount
  - For new vehicles: vehicle registration
  - For resources: most recent bank statement

## 2212.10.00 RETURNED INTERIM REPORTS (S)

If some, but not all the conditions in 2212.05.00 are met:

- A reminder notice and Interim Report with a pending verification checklist will be sent to the AG and the Authorized Representative informing that a complete Interim Report is due for return within 13 days.
- If the AG does not comply in providing information and/or verification necessary for processing within the deadline date, the SNAP AG must be closed.
- Clients who report a new address after the first of the interim month, will have an Interim Report mailed to them with a due date of 13 days.

## 2215.00.00 CHANGES

Changes may be reported by an applicant/recipient, discovered via interface, or reported by another individual. The eligibility worker is responsible for promptly evaluating the reported change and taking action to adjust the case/benefit as appropriate.

Changes in circumstances include, but are not limited to:

- Income
- childcare expenses
- composition of the AG
- living arrangements
- resources
- An unanticipated change in IMPACT or work registration status; or
- Legal obligation to pay child support.

## 2215.05.00 SIMPLIFIED REPORTING (S)

SNAP AGs are subject to simplified reporting requirements. The following must be reported by the 10<sup>th</sup> of the month following the change:

- the AG's monthly income exceeds the 130% gross monthly income limit for the AG size.
- ABAWDs who are employed at 20 hours or more per week must report when their employment drops below 20 hours per week.
- there are lottery/gambling winnings of \$4500 (effective 10/1/2024) or more.

No other changes are required to be reported by these AGs. However, other changes may be reported by the AG and if reported, must be acted upon. There is no penalty for the AG failing to report other changes. A change which results in the AG exceeding the gross income limit must be reported by the 10th day of the month following the month exceeding the gross income limit to be considered as timely reported. (f9)

## 2215.05.05 CHANGE TIMELY REPORTING (C)

The applicant/recipient must report any changes in circumstances affecting TANF eligibility to the DFR within 10 days of the date on which the change occurred or became known to the recipient. (f10)

## 2215.10.00 DATE CHANGE REPORTED

The date a change is reported is the date on which an individual reports the change in person, by phone, by fax, in writing to the DFR, or Document Center. This includes speaking directly to the eligibility worker or other staff member.

All reports of changes are to be accurately documented and should be entered in the eligibility system the same day the change is reported. The eligibility system establishes the date that the information is entered in the system as the date it was reported. The "occur date" is the date on which the change actually occurred.

## 2215.15.00 ELIGIBILITY WORKER RESPONSIBILITIES REGARDING CHANGES

The eligibility worker must take appropriate action on all reports of changed information promptly but no later than ten (10) days from the date of the receipt of the change. (f11)

If the eligibility worker does not have adequate information to process a change, a request for verification will be sent to the AG allowing 13 days for provision of the required verifications.

- If the AG fails to provide the request verification within 13 days, the eligibility worker will, as of the first day following expiration of the 13-day period, take action to recalculate eligibility and authorize the appropriate action for each AG.
- If verification is provided within the 13 days, appropriate action will be taken.
- Verification of changes in medical expenses cannot be required during the certification period. If an unverified new or changed expense is reported, the previously verified expenses are to remain in the budget until the next redetermination.

Written notification of case change is automated within the eligibility system. If the change was reported by the AG, the AG will be notified even if there is no change in eligibility or benefit amount.

## 2220.00.00            PROCESSING CHANGES

If the action is negative (the case is to close or the benefit is to be reduced), another 13 days must be allowed for timely notice of adverse action prior to the action taking effect. (f12)

If an individual is attempting to cooperate but is unable to provide required verification, DFR staff will assist in obtaining verifications. If an extension of time allowed for verifications to be provided is necessary and granted, it must be clearly documented in case notes. Case processing times must be observed.

If all efforts to obtain verification are exhausted, the best available information is used to process the change and is documented in case notes.

## 2220.05.00            CHANGES REPORTED AND VERIFIED TIMELY

A change that is reported timely and is also verified within 13 days of the report date, action is taken as indicated below:

Positive (increase in benefits) change: The change is effective the month following the month that the change was reported.

A change resulting in decrease or termination of benefits is effective the month following the expiration of the timely notice period.

### **EXAMPLE:**

An individual reports on 7/25 that his last day of work was 7/16 and his last paycheck will be 7/26. He did not voluntarily quit his job. He provides a statement from his employer on 7/30 (within 13-day guideline). The earnings are removed from the budget effective 8/1.

## 2220.10.00

## CHANGES REPORTED UNTIMELY YET VERIFIED TIMELY

If a change is not reported timely, yet is verified within 13 days following the report date, action is taken as indicated below:

- Positive (increase in benefits) change: The change is effective the month following the month that the change was reported.
- A change resulting in decrease or termination of benefits is effective the month following the expiration of the timely notice period.

### **EXAMPLE OF POSITIVE CHANGE:**

An individual is fired from his job on 6/3 and received his last paycheck on 6/23. He calls to report the change on 6/28. On 7/3 he faxes in his last paycheck stub. The eligibility worker verifies by phone that his last day was 6/3 and his last pay was 6/23. The loss of earnings are reflected 7/1 with a supplemental benefit being issued for 7/1.

### **EXAMPLE 1 OF NEGATIVE CHANGE:**

A TANF child moves to Texas to live with his father on 6/3. His mother calls on 6/28 to report the change and provides the new address on 6/30. Since this child is the only eligible child, the case is discontinued effective 8/1.

### **EXAMPLE 2 OF NEGATIVE CHANGE:**

An individual begins a job on 5/26 which he reports on 7/19. His earnings reduce his TANF benefit effective 9/1. Benefit recovery is pursued for July. Refer to Chapter 4600.00.00.

## 2220.10.05

## CHANGES RESULTING IN AN INCREASE BUT NOT VERIFIED TIMELY (S)

When a change is reported:

- If the verification is not provided by the 13th day, the benefits should continue at the current amount until after the untimely verifications are provided or the end of the current certification period.
- When the untimely verifications are provided, the increase shall be implemented from the date the verification is provided rather than from the date the change is reported.

This section only applies to reported change(s) that will increase benefits such as:

- Adding a member with zero income



- Decreases in countable income.
- Increases in allowable expenses from previously verified sources.

When non-financial or resource changes that may make an individual or the entire AG ineligible are reported, and the changes occur alone or with a change that would increase benefits, all changes must be verified.

**EXAMPLE 1:**

The AG reports on 5/25 that a member has lost his earned income. The AG is given until 6/7 to provide the verification. If the AG provides the verification by the deadline, the benefits are increased to reflect the change for June benefits since the change resulted in an increase in benefits. (A supplemental will be required.)

If the same AG failed to provide the verification by the deadline, the benefits would continue at the same amount for June and subsequent months. If the AG provided the verification on 6/10 the increase benefits should be reflected in the July budget. No restoration is given for June benefits.

**EXAMPLE 2:**

Same situation as above but Aunt Betty has no income. She has other non-financial verifications (citizenship, etc.) pending beyond 13 days. Although adding her appears to be a positive change resulting in an increase, she cannot be added to the AG until she complies because her non-financial eligibility has not been determined.

## 2220.15.00 FAILURE OF ASSISTANCE GROUP TO REPORT CHANGES

If it is discovered that the AG failed to report a change as required, and as a result received benefits to which it was not entitled, a referral is made to Benefit Recovery to initiate a claim determination and benefit recovery.

Simplified reporting requirements must be considered prior to submitting a benefit recovery referral.

## 2220.20.00 AGS WHICH SPLIT UP DURING A CERTIFICATION PERIOD (S)

In the month when the original AG separates, no additional benefits are due to any member if the individual participated as a member of the original AG during that month.

- If the original payee remains, the payee does not change when the AG separates unless the AG requests a payee change.

- If payee is incarcerated (verified) and another adult is available in the AG, the payee can be changed, and case would not close.
- If payee is deceased and another adult is available in the AG, the payee can be changed, and case would not close.
- Any departing AG member who wants SNAP benefits will be required to reapply to determine eligibility.
- The eligibility worker must act on a reported change within the specified time period.
- A change notice will be mailed to the original AG, once the case is authorized.
- If the adverse action period expires after the beginning of the following month, the allotment cannot be reduced until the subsequent month.

**Exception:** Battered spouse. Refer to Sections 3210.15.30 and 3210.15.30.05.

## 2225.00.00          ADDING AN INDIVIDUAL TO THE AG

When adding an individual to an assistance group, all eligibility factors must be reviewed.

- Neither an application nor an interview is necessary, but all of the required information and verification regarding the new member must be obtained in order to make an eligibility determination and add him to the AG.
- When an individual must be added for the next month and the cut-off date has passed, eligibility must be created manually so that it is properly tracked.

## 2225.05.00          EFFECTIVE DATE FOR ADDED INDIVIDUALS

The effective date for added individuals is the first of the month following the date of request when verification is provided timely, and the result is an increase in benefits.

If there is a decrease in benefits, normal adverse action timeframes apply.

## 2225.15.00          TANF FAMILY BENEFIT CAP

The TANF family benefit cap was repealed under SB265 effective 1/1/2022 - retroactive.

## 2230.00.00          ENTITLEMENT WITHOUT VERIFICATION OF DEDUCTIBLE EXPENSES (S)

If a deductible expense must be verified and the verification is not provided by the 30th day, eligibility and benefit level will be determined without providing a deduction for the claimed, but unverified, expense.

If, after entitlement, the AG provides the missing verification, the additional information will be processed as a change.

## 2232.00.00           TIMELY NOTICE OF ADVERSE ACTION

Recipients must be given 13 day advance written notice of any adverse action. (f13)

## 2232.05.00           EXCEPTIONS TO TIMELY NOTICE (S)

The following are the only reasons a case may be exempted from advance (13-day) notice of adverse action:

- Mass changes: instructions for providing notice will always originate from the State level.
- Reliable information received that:
- All members of the AG died;
- The AG has moved out of the state; or
- The AG will move out of the state prior to their next scheduled issuance date. Notice of cancellation must be sent prior to the AG's next scheduled issuance date.
- The AG chose to receive its restoration over several months, and the restoration is completed, IF the AG was notified in writing of when the restoration would be completed.
- The AG's allotment varies within the certification period AND the AG was notified of the changes at the time of certification.
- The AG's TANF grant is added to the budget AND the AG was notified at the time of certification that its benefits would decrease when TANF was received.
- An AG member is disqualified for IPV, and benefits of the remaining members are reduced.
- Postponed verifications are not provided or are provided, and reduction/cancellation of benefits is appropriate.
- The AG's allotment is reduced to make a claim repayment because the AG did not make the agreed upon repayment.

## 2232.15.00           EXCEPTIONS TO TIMELY NOTICE (C)

If the client wishes to waive the right to timely notice for a closure action taken after adverse, but prior to the recur date so that the discontinuance will be effective the first of the following month (often in cases where they wish to receive child support in the next month), the Voluntary Withdrawal Form (SF 50699/FI 0039) should be provided to the client to waive the 13-day notice. Upon receipt of the signed form by the agency, as long as it is prior to recur/cut-off, adverse action timely notice is not required.

## 2234.00.00           CHANGES IN CATEGORY OF ASSISTANCE (C)

When a change in circumstances causes an AG to lose eligibility under one category, the eligibility system (through failure logic) will fail the AG for that category and explore eligibility under other assistance categories. A new application is not needed to establish eligibility under a new category. With this process, assistance should not be discontinued unless:

- The eligibility system determines that the recipients no longer meet any assistance category's eligibility requirements; or

- The AG fails to provide verification required to establish eligibility under the new category.

A circumstance likely to generate a change from one cash assistance category to another is a change in household composition.

**EXAMPLE:**

Mrs. Bell has been receiving benefits for herself and her three children from a previous relationship under the Regular TANF category. Mr. Bell is receiving SNAP only. Upon the birth of a mutual child, the entire family becomes categorically eligible under the Two- Parent TANF category.

## **2238.00.00            DISCONTINUANCE**

When an AG fails to meet the eligibility requirements of any category within a program, assistance is discontinued for that program. Discontinuance is effective the first day of the month following the expiration of the required timely notice.

## **2238.10.00            CLOSED CASE FILES**

When all the AGs in a case are closed, the system will automatically transfer the case to closed files on the effective date of the discontinuance.

However, there are exceptions involving SNAP cases:

- If at application point and case is denied for not providing requested verifications, the case will not go to closed files until after the 63rd day from the application file date; OR
- If at redetermination and case is denied for not providing requested verifications, the case will not go to closed files until 2 months after the SNAP certification month ends.

## **2240.00.00            AG CHANGES ADDRESS**

When processing an address change the SNAP certification period cannot be lengthened or shortened.

Moving to a new address in Indiana, in and of itself, does not cause ineligibility. A new living situation may trigger new elements to be verified; however, eligibility must not lapse while the systematic process of changing cases is completed.

## **2250.00.00            VOLUNTARY WITHDRAWAL FROM ASSISTANCE**

A recipient may voluntarily withdraw from assistance at any time. The withdrawal may be made in writing or verbally; however, if made verbally a Pending Verification for Applicants/Recipients

and a Voluntary Withdrawal form must be mailed to the client. **The action to close should be processed – there is no need to wait for the written confirmation.** The case notes should be updated with the reason for the voluntary withdrawal.

- **For SNAP only:** if the withdrawal is reported to a vendor, a state worker will contact the client, confirm that they want to withdraw and advise them of their right to re-apply at any time.
- **For TANF clients** who wish to waive timely adverse notice in order to have TANF closed for the next month, written confirmation is required (SF50699/FI0039). Reference section 2232.15.00.

2299.00.00

## FOOTNOTES FOR CHAPTER 2200

Following are the footnotes for Chapter 2200:

- (f1) 7 CFR 273.14(2)
- (f2) 7 CFR 273.14(b)(3)
- (f3) IC12-14-30-8 EFFECTIVE JULY 1, 2023
- (f4) 45 CFR 206.10(a)(9)(iii)
- (f5) 7 CFR 273.14(b)(1)(i)
- (f6) 7 CFR 273.14(b)(3)(iii)
- (f7) 7 CFR 273.14(d)(2)
- (f8) 7 CFR 273.14(e)(2)
- (f9) 7 CFR 273.12(a)(5)
- (f10) 45 CFR 206.10(a)(2)(ii)
- (f11) 45 CFR 206.10(a)(9)(ii)
- (f12) 45 CFR 205.10(a)(4)(i) TANF;  
7 CFR 273.12(c)(2)(i) SNAP
- (F13) 7 CFR 273.13(a)(1)