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<b>Indiana</b>	<b>ICES Program Policy Manual</b>	<b>DFR</b>
<b>CHAPTER: 2200</b> <b>CONTINUING CASE PROCESSING</b>	<b>SECTION: 2200.00.00</b> <b>continuing case processing</b>	

**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)

Acting on Changes between Redeterminations (Section 2230)

Timely Notice of Adverse Action (Section 2232)

AG Changes Address (Section 2240)

Footnotes for Chapter 2200 (Section 2299)

**2205.00.00 REDETERMINATIONS**

Periodic reviews of eligibility must be made on assistance cases to ensure that benefits are computed correctly. The requirements for redeterminations are discussed in this section.

A redetermination is the process in which the eligibility worker gathers information on the circumstances of the case members and verifies all changeable elements to establish continuing eligibility.

In general, during a redetermination the following must occur:

The individual or authorized representative participates in an interview;

A new redetermination summary containing current information is printed and signed by the individual or authorized representative;  
and

All changeable eligibility factors for the AG are verified.

#### **2205.05.00 ESTABLISHING THE REDETERMINATION MONTH**

The redetermination month is the month during which eligibility for all assistance groups in a case is reinvestigated. Federal regulations define the maximum time frames for completion of redeterminations for each program. If there are multiple AGs in the case, the redetermination month is established at the earliest required interval based on the following requirements:

For both TANF and SNAP, a redetermination must be completed at least once every twelve (12) months.

When a SNAP assistance group is added to an existing case, the new SNAP AG will be set for a 12 month certification regardless of the certification dates that exist for other programs.

#### **2205.10.00 SCHEDULING REDETERMINATION INTERVIEWS**

SNAP AGs are notified via a notice of expiration of its certification period 45 days prior to the expiration date or the Friday before if the 45th day falls on a weekend. The AG is expected to complete an interview or file a new application prior to the 15th of the last month of the certification period. This would be considered a timely redetermination. AG interviews or applications made after the 15th of the last month of the certification period are an untimely application for benefits.

A redetermination appointment notice is sent to inform the AG payee or authorized representative that a redetermination is due and the date and time of the redetermination interview appointment, if the appointment is scheduled at least 10 days in advance. If the appointment is not scheduled 10 days in advance, a manual

appointment notice must be sent. A copy needs to be retained by the worker.

When the eligibility system schedules redeterminations, all the unique payees in a case receive a notice with the same appointment time.

(See IPPM 1835.05.00 regarding the method of interview.)

#### **2210.05.00           TIMELY SUBMISSION OF THE APPLICATION (S)**

To be considered timely, the interview must be completed or an application must be submitted by the 15th of the last month of the certification period.

The recertification process in these cases is as follows:

The interview is scheduled by the 17th of the month (30 day month) or 18th of the month (31 day month) in order to ensure uninterrupted benefits;

13 days are allowed following the interview date for verification to be returned; and

The recertification is authorized by the end of the month.

In the event this time frame is not met, the eligibility worker will determine who caused the delay. If the applicant did not miss a scheduled interview and provided the information requested within 13 days, any delay must be considered agency delay. The timely interview or resubmitting of the application and required verification would entitle the recipient to benefits for the following month on the regularly scheduled issuance date. Refer to Section 1825.45.00 for interview criteria for expedited AGs.

If the timely filed application results in a denial, action can be taken on the first day following expiration of the 13 day period but should be taken at least by the end of the last month of the certification period.

#### **2210.05.05           Untimely Submission of the Application (S)**

If the interview is completed or application for recertification is received after the 15th of the last

month of the certification period, it is considered an untimely submission. Processing time standards are altered for untimely applications.

The following application standards apply for untimely applications:

The application is to be processed by the 30th day after filing; and

The eligibility worker will allow 13 days from the date the verifications are requested for the AG to provide verifications and assure uninterrupted benefits and entitlement. If all verifications are not provided, the recertification is denied after the 13 days have expired. If the client provides all requested verifications within 30 days from the end of the certification period, the denial is to be rescinded.

**2210.05.10            Determining Eligibility and Benefit Level  
(S)**

If an application is filed following any break in assistance of more than one day, benefits will be prorated from the date of the application. Migrant/seasonal farm worker AGs are not prorated unless there is a 30-day break in assistance. That is, if a migrant/seasonal farm worker Ag received benefits anywhere in the last 30 days, the benefits will not be prorated at application point.

**2212.00.00            INTERIM REPORTING (S)**

Non-elderly/disabled and elderly/disabled with earned income SNAP Assistance Groups required to recertify every 12 months will be required to complete an Interim Contact Form (ICF) at the 6<sup>th</sup> month of the SNAP certification period. (Households containing all elderly/disabled members with no earned income are not required to complete interim reports). The system will send applicable AGs the Interim Contact Form at 6 calendar days prior to recur date in the 5<sup>th</sup> month of the certification period. The Interim Contact Form is sent with a cover letter to explain the form and provide instructions and inform of which verifications may be needed. A notice will be sent to Authorized Representatives designated to apply and/or as on-going informing that an Interim Contact Form was sent to the client. (The Authorized Representative does not actually

receive the Interim Contact Form.)

Each SNAP AG will receive an interim contact form. The AG may receive their report at different times depending on their first eligible month after the initial certification is established (example: add-a-program).

If a client turns age 60 during the certification period, there is still a requirement to submit an interim contact form. This AG would not be considered elderly/disabled AG. At the next certification the AG will no longer be required to submit an ICF.

The due date for the interim contact form is the 1<sup>st</sup> calendar day (or the next business day if the 1<sup>st</sup> falls on a weekend or holiday) of the 6<sup>th</sup> month of certification period.

#### **2212.05.00 Complete Interim Contact Forms (S)**

To be considered complete, the form must be signed, have all questions answered and 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 Contact Forms (S)**

If all the conditions in 2212.05.00 are not met, a new ICF will be sent to the client along with a pending verification checklist. The deadline for return is 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.

If the ICF is not received by the due date, the AG is sent a system generated reminder notice at the close of business on the 2<sup>nd</sup> business day after the due date. A reminder will also be sent to the Authorized Representative.

If the ICF is not received by the adverse action date of the interim report month (6<sup>th</sup> month of certification period), the system auto-closes and sends a closure notice

to the SNAP AG.

If the ICF is submitted prior to the end of the month the closure is to be rescinded and processing is continued. If the client sends in the ICF after the last day of the interim month and the case has been auto-closed, the client must reapply for SNAP and complete an application interview.

Clients who move and contact the Call Center reporting a new address after the first of the interim month, will have a contact form mailed to them with a due date of 13 days.

#### **2215.00.00      CHANGES**

The individual may report a change in circumstances or the DFR may learn of a change which could affect eligibility or the benefit amount. The eligibility worker is responsible for promptly evaluating the change and taking any indicated action to adjust the benefit.

Changes in circumstances include, but are not limited to:

Changes in income or child care expenses;

Change in composition of the AG;

Change in living arrangement;

Change in a child care provider's situation;

Change in resources;

An unanticipated change in IMPACT or work registration status; or

Changes in the legal obligation to pay child support.

#### **2215.05.00      CHANGES THAT ARE REQUIRED TO BE REPORTED (S)**

SNAP AGs are subject to simplified reporting requirements and must only report whenever the AG's monthly income exceeds the gross monthly income limit for the AG size. 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 in order to be considered as timely reported.

**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, or in writing to the DFR or Document Center. This includes speaking directly to the eligibility worker or other staff member and leaving messages for the eligibility worker. 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**

Prompt action must be taken on all changes to determine if they affect eligibility. The case record must include the date the reported change was received, whether the change was reported by mail, telephone, or personal visit, the nature of change and any other appropriate information. The eligibility worker must take appropriate action on all reports of changed information promptly but no later than 10 days from the date of the receipt of the change.

The individual must be notified of any change in eligibility or benefit. In addition, if the change was reported by the AG, the AG will be notified even if there is no change in eligibility or benefit amount.

If the eligibility worker is made aware of discrepant information or information that could affect eligibility or level of benefits, but lacks enough information to determine the effect, the eligibility worker will issue a request for verification. This request should be issued on the date of receipt of the change if at all possible, outlining the needed information or verification, and allowing 13 days from the date the notice is issued to provide the requested information.

If the AG provides the requested information or verification within the designated 13 day period, the

eligibility worker will take appropriate action. If the AG refuses to provide the requested information or verification within the designated 13 day period, the eligibility worker will, on the first day following expiration of the 13 day period, take action to recalculate eligibility and authorize the appropriate action for each AG.

SNAP AGs are subject to simplified reporting requirements and must only report whenever their income changes in an amount to exceed 130% of poverty (the maximum gross amount income limit) for the AG size. This must be reported within 10 days from the end of the month in which the change occurs. No other changes are required to be reported by these AGs. However, the AG may report any changes and if reported, the changes must be verified and acted upon by the worker.

For SNAP, an exception exists regarding changes in medical expenses. A SNAP AG cannot be required to report a change in medical expenses or provide verification of medical expenses during the certification period. If a new or different expense is reported but not verified, only those expenses which were verified previously must be left in the SNAP budget until the AG is recertified.

#### **2220.00.00            PROCESSING CHANGES**

Individuals are given 10 days to report the change, 13 days to verify the change, and if the action is negative, 10 days (plus three days for mail delivery) timely notice of adverse action. If the individual is doing all that he can to cooperate in verifying the information but is unable to do so, an extension may be granted or the eligibility worker may assist in verifying the information. Document the reason for any extension. In either instance, if the individual and the eligibility worker are unable to adequately verify the information within a reasonable time, the best available information is used to process the change and is documented.

When it becomes necessary to take adverse action (that is, close the case or reduce the benefit level) on an AG, there must be time to give advance notice of the adverse action. This is referred to as timely notice. The time period is 13 calendar days for all programs.

**2220.05.00 CHANGES REPORTED AND VERIFIED TIMELY**

When a change is reported within 10 days of the date the change occurred and is also verified within 13 days of the report date, action is taken as indicated below:

When a change results in a positive action or increases the level of benefit, including the addition of a mandatory AG member, the effective date of the change is the month following the month the change was reported.

**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.

If the AG's benefit level decreases or the AG becomes ineligible as a result of the change, the decrease in the benefit level is effective the month following the expiration of the timely notice period.

**2220.10.00 CHANGES REPORTED UNTIMELY YET VERIFIED  
TIMELY**

If a change is not reported within 10 days yet is verified within 13 days following the report date, action is taken as indicated below:

When the change results in an increase in benefits or other positive action, the change is effective the month following the date reported.

**EXAMPLE:**

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.

When the change results in a decrease in benefits or the AG becomes ineligible, the change is effective the month following the expiration of timely notice.

**EXAMPLE 1:**

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. Benefit recovery is pursued for July.

**EXAMPLE 2:**

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

**2220.10.05 Changes Resulting In an Increase Not Verified Timely (S)**

When an AG reports a change that increases SNAP benefits, a written notice should be sent to the AG requesting verification and allowing 13 days to provide the verification. 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, or  
Decreases in countable income or allowable expenses from previously verified sources.

Example: 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.

This section does not apply when non-financial or resource changes that may make an individual or the entire AG ineligible are reported. When these types of changes occur alone or with a change that would increase benefits, all changes must be verified. Failure to verify all reported changes will result in termination for failure to cooperate in establishing eligibility.

**EXAMPLE:**

The AG reports that Aunt Betty has moved into the home, verifies her presence but fails to verify her income within 13 days as requested. The eligibility worker will propose closure for failure to provide necessary information

**EXAMPLE:**

Same situation as above but Aunt Betty has no income. She has other non-financial verifications (citizenship, Cooperation with Work Programs, etc.) pending beyond 13 days. Although adding her appears to be a positive change resulting in an increase because her non-financial eligibility has not been determined, she cannot be added until she has complied. In this case, closure for non-compliance would not be proposed.

**2220.15.00 FAILURE OF ASSISTANCE GROUP TO REPORT CHANGES**

If it is discovered that the AG failed to report a change as required above 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.

For SNAP, the AG will not be referred to BV because of a change in circumstances that it is not required to report (i.e. not required to be reported under simplified reporting).

**2220.20.00            AGS WHICH SPLIT UP DURING AN ENTITLEMENT PERIOD (S)**

In the month when the original AG separates, no additional benefits are due to any departing member if the individual participated as a member of the original AG during that month. The exception to this policy is the battered spouse. Refer to Sections 3210.15.30 and 3210.15.30.05.

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

The eligibility worker must act on a reported change within the specified time period. A notice of decision reducing its allotment will be sent to the original AG. If the adverse action period expires after the beginning of the following month, its allotment cannot be reduced until the subsequent month.

**2225.00.00            ADDING AN INDIVIDUAL TO THE AG**

When a request to add an individual to the AG is received or a mandatory AG member enters the home, 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, auxiliary benefits (if appropriate) must be issued.

**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. For cash assistance only, the effective date is usually the first of the month following the application date. However, if the application is filed on January 1, March 1, May 1, July 1, August 1, October 1, or December 1, benefits are effective the 31st day of the application month.

**2225.15.00 THE TANF FAMILY BENEFIT CAP (C)**

The policy in this section affects the ADCU and ADCR categories of cash assistance.

The TANF grant amount will not be increased to add a child who was born more than ten (10) calendar months after the initial date of assignment to Treatment status of the child's parent(s).

The provision also prohibits an increase of the TANF grant for any additional individuals who, because of a parental or sibling relationship to the baby, would have been mandatory additions to the participating assistance group under TANF cash assistance rules.

This policy pertains solely to the TANF payment calculation and the resulting benefit amount. The baby and his parent and siblings in the home (if eligible under TANF cash assistance rules) are:

TANF recipients;

Subject to all program requirements such as IV-D assignment and cooperation (except for the cap affected children), signing the Personal Responsibility Agreement, and cooperating with all program requirements.

Once correctly applied, the family cap exclusion would continue if the assistance group was to lose and then regain TANF eligibility.

The benefit cap provision does not apply:

When the baby was conceived as a result of incest or rape as verified by a physician's statement and police records;

When the baby (or babies in the case of a multiple birth) is the first born child of an assistance group member who is a minor;

When the baby resides with a non-parent caretaker and his parents are not in the home;

When the baby was conceived in a month in which the parent was not a member of the TANF assistance group. If both of the child's parents are in the assistance group, both must have been non-recipients when the child was conceived. (NOTE: A baby which was conceived in a month in which the parent was excluded from the benefit because of the expiration of the parent's 24-month benefit period will not receive the exemption.); or

When the baby has a substantial physical or mental disability at birth (as verified in writing by a licensed physician).

With the exception of the factor involving the month of conception, the circumstances can be verified by accessing pertinent information in the eligibility system and obtaining written statements from objective third party sources that have knowledge of the situation. If it is possible that the caretaker relative was not a recipient when the baby was conceived, an approximate date of conception must be established. This is calculated by subtracting nine (9) months from the date of birth.

All statements, evidence and arithmetic calculations pertaining to the benefit cap determination must be fully documented in the eligibility system.

When an AG reports the birth of a child, it is first necessary to establish:

Whether the baby would be a mandatory participant in the cash assistance group under TANF cash assistance rules (that is, whether the baby is full or half-sibling to at least one (1) child in the cash assistance group; and

Whether the baby is subject to the benefit cap provision.

If the child is found to be a mandatory assistance group member who is subject to the benefit cap provision, the next step is to consider the income and needs of all individuals who would be mandatory assistance group members under TANF cash assistance rules, including the baby and the baby's siblings and parents in the home. Assistance will continue only if the assistance group remains eligible when all mandatory members' income and needs are included in the eligibility determination. If the assistance group is ineligible, action will be taken to discontinue the TANF benefit for the entire family.

When including the baby and the additional family members the baby draws in results in continuing TANF eligibility, the payment calculation for the original assistance group members is performed as if the baby had not been born. (The baby's income and needs and those of the relatives who would have been drawn into the assistance group under traditional standard filing unit rules are totally excluded.)

The functions of determining eligibility and then calculating the payment amount are performed by the eligibility system according to the information coded onto the system by the eligibility worker. The child's demographic information must be coded accurately to ensure that the eligibility system uses the correct date of birth in determining whether the family benefit cap should be applied. It is also vital that the exact relationship of the baby to each household member is captured

Based on the data entered, the eligibility system will show whether the family benefit cap applies to the child in question. If the "Family Cap?" field shows "Y" for the child and no exception reason code is entered, the baby and any individuals the baby draws in will be excluded from the TANF payment. It is important to remember that the eligibility system cannot recognize a circumstance of the child's conception or birth which would constitute an exception to the benefit cap rule if there is no data pertaining to it on the system. Therefore, situations which are not addressed in the eligibility system driver flow (conception in a month in which the parent was not a TANF recipient; child of a first-time parent who is a minor) must be coded as exemption reasons by the

eligibility worker after an off-line determination has been made.

If a baby is not subject to the benefit cap provision because of being conceived as a result of incest or rape, the caseworker is likely to discover it indirectly when adding the baby. (The mother, when informed of the requirement to name the absent father and cooperate in obtaining child support, would explain her hesitation to do so by discussing the circumstances of the child's conception.) Verification of this circumstance would serve the dual purpose of allowing an exception to the benefit cap for the baby and identifying potential good cause for the mother's failure to cooperate with IV-D requirements. (See IPPM, Section 2436.10.10.05 for information regarding child support good cause circumstances.)

Prior to authorizing the exclusion of a newborn from the payment, the eligibility worker should subtract nine (9) months from the date of birth, so an estimated date of conception can be determined. **(Note: Medical documentation of a gestational period longer or shorter than nine (9) months would supersede this method of determining the month of conception.)** If the eligibility system does not indicate parental participation in TANF during the month of conception, the exception to the family benefit cap applies. When pregnancy information has been deleted and the eligibility system indicates the possibility that the benefit cap exception applies, medical documentation must be requested if it is not available in the case file.

In the case of a minor recipient who gives birth, it cannot be assumed that because the minor has no other child in the home, that the newborn is the minor's first-born child. Therefore, it is the eligibility worker's responsibility to determine whether or not the newborn should be included in the TANF payment by asking the minor if she has given birth to or he has fathered other children. (Note: If the assistance group includes two minor parents, both must be asked the question.) Written statements may be requested and should be maintained in the case file. However, refusal or failure of the minor parent to provide a statement does not affect the minor's or the assistance group's TANF eligibility other than to preclude making an exception to the benefit cap provision for the newborn.

As indicated previously, individuals who are excluded from the TANF payment due to the family benefit cap are, nevertheless, TANF recipients and are expected to meet all TANF program requirements. The AG in which they are members would be subject to fiscal penalties and sanctions due to their non-cooperation, and the penalties would end when the benefit cap-excluded individual comes into compliance.

A mutual child born to parents living in the same home and heading separate TANF assistance groups (ADCR/01 and ADCR/02) requires the assistance groups to combine into a single TANF assistance group. **This is also true when the mutual child is subject to the family benefit cap.**

**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, the AG must be advised that its 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 eligibility worker will predetermine the AG's benefits and provide increased benefits, if any, in accordance with timeliness standards for changes within an entitlement period.

If an expense is disallowed, the AG will be entitled to restoration of any benefits lost only if:

The caseworker eligibility worker failed to allow the AG the full 13 days from the date of the request for verification.

**2232.00.00            TIMELY NOTICE OF ADVERSE ACTION**

Recipients must be given timely, advance written notice of any adverse action. In most circumstances, "timely" is 10 days (plus 3 for mailing) before the date the action is effective. The 3-day mailing period starts the day after the notice is mailed. All programs have provisions which allow for exceptions to the 10 day (plus 3 for mailing) timely notice period.

**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 PA 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 required reduction/cancellation of benefits IF the AG was notified at the time of certification that benefits would not be received after the month of application if verifications were not provided and that benefits would be reduced if verifications required such.

The AG's allotment is reduced to make a claim repayment because the AG did not make the agreed upon repayment.

The AG voluntarily withdraws from the SNAP program in writing or verbally to the worker. The AG must be notified to confirm a verbal request to the worker.

**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 4/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.

Circumstances likely to generate a change from one cash assistance category to another include:

A change in household composition;

**EXAMPLE 1:**

Mrs. Bell has been receiving benefits for herself and her three children from a previous relationship under the ADCR category. Mr. Bell is receiving SNAP only. Upon the birth of a mutual child, the entire family becomes categorically eligible under the ADCU 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 several 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 63<sup>rd</sup> 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, essential policy must be followed:

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. For SNAP only; if the withdrawal is reported to a vendor, a state merit worker will contact client, confirm that he/she wants to withdraw and advise them of their right to re-apply at any time.

The withdrawal may be made in writing or verbally; however, if made verbally to a non-merit employee, a Pending Verifications for Applicants/Recipients and a Voluntary Withdrawal form must be mailed to the client. The case notes should be updated with the reason for the voluntary withdrawal.

For TANF clients who wish to waive timely adverse notice, reference sections 2232.05.00 thru 2232.15.00.

**2299.00.00 FOOTNOTES FOR CHAPTER 2200**

Following are the footnotes for Chapter 2200:

(f3) 7 CFR 273.12(a)