

Action Request Transmittal

Office of Self-Sufficiency Programs



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Manager

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Number: SS-AR-21-002

Issue date: 05/21/2021

Topic: Food Benefits

Due date: 05/21/2021

Subject: Supplemental SNAP Issuances on cases that received EA

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Type B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental
Disabilities Services (ODDS) |
| <input checked="" type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In
Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input checked="" type="checkbox"/> Other (<i>please specify</i>): 5503 |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Action required:

With the implementation of the \$95 minimum change to SNAP Emergency Allotments (EA) beginning in April 2021, as described in transmittal #[SS-IM-21-007](#), it has been discovered that some of these cases are experiencing issues when a reported change results in the SNAP household now being eligible for a supplement. Because the EA of \$95 was already issued, ONE is not allowing an additional supplement due to thinking the case will receive over the max allotment.

The most common scenarios resulting in this issue are cases with:

- an increase in the benefit group size; and
- a decrease in income

During the override processing, the supplemental benefit issuance will fail due to putting them over the max allotment. When attempting to manually issue the supplemental benefit in Benefit Management, you will receive the following error, "Requested issuance amount cannot be greater than maximum monthly amount".

How do I manually issue a supplemental SNAP benefit?

The new [SNAP Benefit Restoration](#) QRG was created with step by step instructions and screenshots on how to manually issue a SNAP restoration (aka. supplement).

What to do if you receive the error listed above and are unable to issue a SNAP supplement on a case that needs one when the EA benefit has already been issued?

1. Compose an email and include in the subject line: SNAP Restoration.
2. Complete the Online SNAP benefit calculator (<https://snapcalc.dhsoha.state.or.us/>) and attach a copy of the results to the email.
3. Make sure to include the case number, case name, indicate if the case is cash out or not and briefly indicate why a supplement is needed.
4. Send the email to Kim McLaughlin, Diane Niko and Alma Estrada (email addresses listed below).

This process will remain in place while the EA waiver is approved.

Reason for action:

So that ONE business analysts and SNAP policy team can review and issue the SNAP supplement and any other EA benefit that may be needed to ensure households receive the benefits they are eligible for.

Field/stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

Contact(s): Kim McLaughlin, Diane Niko and Alma Estrada	
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