

Expedited Intake

SNAP Section B.6; Rule 461-135-0575

Groups qualify for an expedited SNAP interview if their answers match any of those below:

- No to these questions:
 - Does anyone have income of \$150 or more a month?
 - Does anyone have \$100 or more in cash, checking and savings accounts?

- Yes to the question: Are your monthly rent and utility payments more than your monthly income, cash and money in your bank accounts?

- Yes to the question: Is anyone a migrant or seasonal farm worker? AND
- No to the questions:
 - Does anyone have \$100 or more in cash, checking or savings?
 - Will you get income of \$25 or more in the next 10 days?

ALL SNAP applicants must be screened for eligibility for expedited services!
They do NOT have to request this service.

Those who meet eligibility based on their statements in the interview must receive benefits within 7 calendar days of the filing date.

Applicants must meet all SNAP eligibility criteria to qualify for a benefit issuance under expedited service. However, all verification except ID for the head of household can be waived for the 1st month. A pending notice (210 or 539H) and narration (ACCESS or TRACS) must note other verification requested.

Applicants who miss their expedited intake appointment lose their right to expedited issuance. Make sure explore 'good cause' and narrate the missed appointment.

All verification except ID of the head of household can be waived for the 1st month of benefits (filing date by the 15th) or the 1st & 2nd months' benefits (filing date the 16th or later).

Prospective Budgeting and Determining Income for Expedited SNAP Issuance

All SNAP reporting systems use prospective budgeting

- SRS uses prospective eligibility and budgeting. Use a minimum of 30 days verified income in the initial month if the income is just starting or ending or will be significantly different in subsequent months. Otherwise, convert or anticipate from the initial month.
- Actual income for all cases in CRS in the initial month
- Use for annualized income.
- For the initial month of benefits, use actual income for all cases in CRS. Actual means all income already received in the month and any income that can be verified for the remainder of the month.
- If the client does not receive as much income as anticipated, there is no underpayment. Do not issue a supplement.
- If circumstances are incorrectly anticipated, there is no overpayment unless the client gave false information or the Department failed to correctly anticipate income while determining eligibility and benefits.

Verification and Narration

- If the client has verification, compare it to the client's statement on the application. Do they agree? If not, ask the applicant to explain the difference. Narrate. Use the client's statement if no proof is available.
- Check for on-line verification. Review mainframe screens (W204, SMUX, WAGE, ECLM, DPPL, HINQ, SPVF) and The Work Number before the intake interview.
- Narrate how you arrived at an income figure for the initial month.
- If the applicant is working, what are the pay dates this month? Are there any overtime, tips, and shift differential or other pays expected?

Issuing Expedited SNAP Benefits

Expedited benefits must be issued within 7 calendar days following the filing date.

On FSMIS

- Use Rel ATP code EX or IX.
- Set up a short certification period, based on the filing date:
 - If the client filed by the 15th of the month, certify the case through the end of that month.
 - If the client filed on the 16th or later, certify the case through the end of the next month.

Examples:

Filing date June 5. Certify from Start Cert 060108 through Expr Cert 063008.

Filing date June 16. Certify from Start Cert 060108 through Expr Cert 073108.

Provide a pending notice (DHS 210 or SDS 539H) clearly listing verification needed. SNAP clients can receive only one or two allotments without providing all required verification (depending on their filing date). QC will not cite an error on expedited benefits in those areas you request verification for. Be sure to complete the portion of the pending notice that identifies the expedited cert period.

SNAP Expedited Service: You are certified from _____ to _____. Since you need SNAP benefits right away, we are giving you some extra time to get the above listed things to us. Please bring or mail them in by _____. You will get SNAP benefits, if you qualify. They may be more or less based on the things you turn in. Your benefits will end _____ if you do not send these things to us by _____. Your hearing rights are on the back of this form.

No matter what the filing date, the client has 30 days from the filing date to provide the verification requested on the pending form. For the one-month cert periods, if the client provides needed verification within 30 days, but after the case has closed, reopen to the 1st of the month. For 2-month certification periods, when the client follows up with verification, use **TRANS** code **ADJ** to extend the cert. If the expedited client fails to follow up on their eligibility, the case will auto close at the end of the cert period. No additional notice is required.

Expedited Interview and Pending Items

This guide provides examples of interview questions and how to ask for verification on the pending notice.

1. Determine if the household meets the criteria to receive an expedited service interview based on questions on page 1 of the 415F or 539H.
2. The interview is KEY to the eligibility decision for expedited SNAP cases.
3. Walk through the application with the client. In addition to making sure they have answered all of the questions, ask follow-up questions:
 - a. Ask to see the identity for the client being interviewed such as:
 - (i) ODL or DMV photo ID
 - (ii) work or school ID card
 - (iii) voter registration card
 - (iv) birth certificate
 - (v) Identification for health benefits or another social service program
 - (vi) wage stubs

Picture ID is not required. When no other documents are available, use a collateral contact.

- b. Who all lives in the house? Get a clear picture of the household composition.
 - (i) If others live there, ask their relationship to each person wanting SNAP.
 - (ii) How do they handle the food situation? Who buys? Who prepares meals? How is food kept separate? Do they share food?
 - c. Ask where each person who wants SNAP was born. If not born in the US, are they US citizen? If yes, how/when did they become a US citizen? If not a US citizen, ask for an INS entry document.
 - (i) If does not have an entry document with them, where is it?
 - (ii) When did they enter the US?
 - (iii) How did they enter the US?
 - (iv) Based on their statements, try to determine whether they are a qualified noncitizen. If a qualified noncitizen, does it look like they are eligible?

Pending notice: If a qualified noncitizen need to verify status:
Copy of INS entry document(s) for Client Name(s).

- d. Gather the SSN for each person who wants SNAP benefits. Check to see if the SSN shows on WAGE, ECLM, FIND, SMUX, W204. If it is not already in the system, accept their statement and code the number on FCAS. Also, request a TPQY and check W204 before doing a full certification, to verify and be sure the number was correct.

Pending notice: If does not have an SSN:
Apply for an SSN for (Name) at the local SSA office.

- e. Ask if anyone in the group is going to school. If yes, where? Use student criteria if anyone age 18–49 is in higher education. If there is more than one adult and child(ren) in the household, and an adult is a student, ask who is providing primary care for each child.
- f. If it appears the person is OFSET mandatory, review the OFSET exemption list with the client before making the referral to the contractor.
- (i) For mandatory clients, ask about when they last worked and why they left the job.
 - (ii) If they quit, determine if good cause existed.
- g. Ask how they are paying their bills. Ask, by person, if they have any money coming in. Get down to all income received so far this month and income that is still expected this month.
- (i) Specifically ask if each person age 16 and older is working. What type of job? Name of employer? When did job begin? When last paid? When next paid? What are the pay dates? Ask about gross income before taxes.
 - (ii) Ask about other types of income: money received from a child's father or an ex-spouse; if a veteran, is there veteran's benefits; social security; student financial aid; money received from parent, child, or friend, etc.
 - (iii) Check ECLM and SMUX to verify UC and support paid from Oregon. Request TPQY to verify social security/SSI after the case is set up on FCAS. Some earned income can be verified using The Work Number.

Pending notice: Must verify each income type:

- Verification of pay received from XX/XX/XX to XX/XX/XX (need to get at least last 30 days and may want 90 days if variable income)
- Copy of most recent award letter from XXXXXXXXXXX
- Copy of XXXXXXXXXXXXXXX

h. If someone says they are self-employed – ask about their business. Walk through the worksheet questions. What are their costs? Get a list of specific costs that they have on a monthly basis, if possible. Want to get at the gross proceeds from the business before any costs.

Pending notice: Verify the self-employment income. Ask for copies of books or records, last year's taxes if in business more than one year.

- Copy of the most recent individual and business federal tax return including all schedules, forms and attachments.
- Copy of receipt book – records.

i. Ask about shelter costs (rent and utilities)

- (i) How much are they paying each month for rent/mortgage? What all is included in that cost (utilities, deposits, back rent, storage unit, pet fee, etc.)? If sharing a home with others, ask for full rent and how much the others pay for rent and utilities.
- (ii) If buying their home, ask about the amount of property taxes for this year only. (No back taxes.) Ask if pays fire insurance. Ask if taxes and insurance are included in the mortgage.
- (iii) Are they getting help from HUD or section 8?
- (iv) How is the home heated? List the utilities that they pay.
- (v) If on HUD or section 8, do they help with utilities also?
- (vi) Does anyone else help pay the rent or utilities?

j. If there are children or a disabled person and someone is working or a student, are they paying someone outside the household to provide care? If yes, the amount billed for each person in care?

k. If someone in the household is paying child support:

- (i) Who is paying it? What is the child's name? Where does the child live? How much are they paying each month? Who do they pay it to?
- (ii) Is it court-ordered?

Pending notice: Two things must be verified for court-ordered child support: the order and the amount being paid. Verify on SMUX if ordered in Oregon. If not on SMUX, ask the client to get the verification.

- Copy of court order showing the amount ordered and names of the children who are to receive the support.
- Proof of amount being paid. This could be pay stubs showing payroll deduction; cancelled checks; written statement from both obligor and obligee, etc.

1. For each person in the filing group who is age 60 or older or meets the SNAP definition of disabled – do they have medical costs? If yes, need to get out-of-pocket costs. Only those costs paid by or being billed to the client.

- (i) Ask specifically about the costs. Have the client list each one. Ask about number of doctor visits and how much they need to pay for each visit. How do they get to the doctor? There may be a cost to take a cab or to pay another to take them. When was the last time they visited the doctor? When was the last time they were in the hospital? What did they need to pay after the insurance, etc. paid? If paying monthly on bills, what was the service date? Is the bill past due? Is there a payment plan?
- (ii) Ask if they pay for insurance or Medicare and the amount paid each month.
- (iii) Ask about prescriptions the client is taking and how much they have to pay for each. How often do they fill the prescription? Ask who pays each of these bills.
- (iv) Ask about over the prescribed over-the-counter medications that the client takes. What are they? How often do they take them? How often do they buy them? What is the cost?

Pending Notice: Verify all medical costs:

- Copy of most recent medical bills to verify the amount billed per visit.
- Copy of insurance statement to verify the premium.
- Copy of prescription list from the pharmacy.
- Sales receipts for over-the-counter medications.

4. Review the Rights and Responsibilities form – in particular the reporting requirements.

5. Based on the client's statements during the interview and any verification on hand, if they still meet the expedited service criteria:
 - a. Set up the case on FCAS. Do a one or two month certification. (Length of the certification period depends on the filing date.) The computer will send the approval notice.
 - b. Give the client the pending notice with a list of all verifications needed before regular SNAP benefits case be issued. The pending period ends the 30th day after the filing date.
6. If based on the client's statements during the interview and any verification on hand, they do not meet the expedited service criteria - eligibility determination and a regular SNAP issuance is done after all verification is received.
7. If based on the client's statements, the household is not eligible for SNAP, send a denial notice. The computer automatically sends a notice for some reasons such as over the income limit. You will need to write a denial for most reasons. Use the DHS 456 or SPD 540 to write the denial notice. Give the specific reason for the denial. Site at least one rule that applies to this reason.
8. Narrate the interview and eligibility determination.