

**NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES
BISMARCK, NORTH DAKOTA
February 1, 2016**

IM 5269

TO: County Social Service Directors
Economic Assistance Policy Regional Representatives
Economic Assistance Policy Quality Control Reviewers

FROM: Carol Cartledge, Director, Economic Assistance

SUBJECT: **Application/Review denial for failure to provide information**

PROGRAMS: Supplemental Nutrition Assistance Program (SNAP)

EFFECTIVE: February 1, 2016

RETENTION: Until superseded

**SECTIONS
AFFECTED:** **430-05-20-50-20-10 Denying the Application**
430-05-35-20-05 Denying the Application for Review

The Department of Human Services applied for and was approved for a SNAP waiver to allow early denial of applications and reviews received on or after February 1, 2016. This waiver gives county agencies the option to deny an application or review when a household fails to provide required verification(s) within 10 days of the date of the request for verifications.

Before denying prior to the 30th day, the household must have:

- Completed the interview, if required
- Been notified of the missing verification(s) and the date the verifications are required,
- Been allowed 10 days to provide the missing verification(s), and
- Been offered or provided assistance to obtain the verification(s) as required.

When additional verification(s) are needed to process an application or review, the application or review must be pended for the verification(s). The household must be informed of the date they are required to provide any missing verification(s). If the information is not provided, the application or review **can** be denied prior to the 30th day. As a reminder, the F301 – Additional Information notice is available for the county to use and may be used to request missing verification(s).

Notice F201-Failure to Provide Information at Application, F204-Failure to Provide Information at Review or F244 – Failure to Provide Information at Review after Review Period Expired must be sent to the household when denying the application.

Pending Information Provided Within 30 days

If the application or review was denied early and the household provides the missing verification within 30 days of filing the application or review, the county must revert the case to open and if eligible provide benefits from the date of application or review. The application date is the date the application or review was received. The 30 day processing standard applies to the date of application or review.

EXAMPLE:

An application is received on May 1 and the interview completed on May 5. Verifications are requested and notice F301- Additional Information is sent informing the household they have until May 15 to provide the verifications.

The household fails to provide the verifications and the application is denied on May 16th. On May 20th the household provides all of the requested verifications. The case must be reverted to open and the application is reprocessed using the verifications provided by the household. Benefits must be processed by May 29th so benefits are available to the household by the 30th day (May 30).

If the household provides the missing verification(s) after the 30th day but within 60 days following the date of **initial application**, Delays in Processing at 430-05-20-50-20-15 apply.

If the household files an application for review before the end of its current review period and provides the missing verification(s) after the end of the current review period, Delays in Processing at 430-05-35-20-20 apply.

If verification of deductible expenses is not provided within 10 days of the date of the pending notice, the household must be advised that eligibility and benefit level may be determined without allowing a deduction for the unverified expense and the application/review may be processed prior to the 30th day.

If the household provides the deductible expense within 30 days of the date of application or review, the application or review must be reprocessed. This may result in an underpayment if the processing month has already been issued to the household.

If an individual in the household fails to comply with work registration requirements within 10 days of the interview and the remaining household members are otherwise eligible, the application or review can be approved with the noncomplying individual's participation as DW prior to the 30th day.

If an individual in the household complies with the work registration requirement within 30 days of the date of application or review, the application must be reprocessed. This may result in an underpayment if the processing month has already been issued to the household.

Clarifications:

- This is an option that counties may use to process applications or reviews. Counties may still process applications and reviews under regular 30 day processing standards.
- This option is **only** applicable to denials for failure to provide information (PI).
- If an interview is required, households must be informed at the time of interview what information is pending in order to make a benefit determination and the date it is required.
- The county will be able to revert these cases to open within the initial 30 day period if the application/review was denied with a denial code of PI.
- The pending notice must include the date verifications are required. If this date is not correct and the application is denied, this is an agency error.

Any questions, please contact your Regional Representative.