

EXAMPLE: A SNAP redetermination is scheduled for September 1. The client calls the office and requests a redetermination form be mailed to him and that an interview be scheduled to accommodate his work hours. The interview is scheduled for September 10th and the client returns the redetermination form by mail on September 7th. The client misses the scheduled interview on September 10th. Because he filed a redetermination by mail, but missed a scheduled interview, the Worker sends a notice to inform the client he is responsible for scheduling another interview. At adverse notice deadline, if the client has not completed the interview, a closure notice is sent.

EXAMPLE: Same situation as above, but the client does not file a redetermination or appear for an interview. No notice is required for a missed interview because a redetermination was not submitted, but a closure notice is sent.

4. Overdue Redetermination

SNAP AGs which are due for redetermination and for whom a redetermination has not been completed are automatically closed by the data system on the adverse action deadline of the month when a redetermination is due. A redetermination is not considered completed until SNAP benefits have been confirmed as approved or denied within the data system.

5. SNAP Waiver of the Face-to-Face Interview

WV has implemented waivers to eliminate the face-to-face interview at application and redetermination. A telephone interview is required for all applications unless the household requests a face-to-face interview or the Worker determines a face-to-face interview is warranted for the household.

a. Face-to-Face Interview Waiver Application Process

A scheduled interview notice is not required when an interview is conducted the same day the application is received. A scheduled interview notice is required when an interview is not conducted on the date the application is received. This is applicable regardless of the method in which the application is received.

When the application is e-signed through inROADS, the filing date is the date of the e-signature. The application is not available to the local office until the following business day.

SNAP benefits are deposited into an Electronic Benefit Transfer (EBT) account and accessed by using a card. This is the SNAP identification card for these AG's.

1. Initial Benefits

Initial benefits are usually received or are available within 3 days of entry in the data system.

a. Amount

A determination of the initial SNAP benefit month must be made to determine if initial benefits must be prorated. Any month determined to be an initial month must have benefits prorated. The amount of the initial allotment is prorated over the remainder of the month from the date of application. The full month's countable income is used to determine the full month's allotment. The amount of the initial benefit due the recipient is based on the number of days left in the approval month from the date of application as compared to the full month's benefit. The amount of the prorated benefit is determined by comparing the AG's full month benefit to the day of the month of application. Use Appendix D of Chapter 10. ~~An initial prorated benefit is not issued.~~

b. Method of Issuance

If the approval occurs prior to deadline for the current month, eRAPIDS issues a prorated amount for the current month and the next month's benefit is issued based on the schedule in Ongoing Benefits below. If the current month's benefit is not confirmed until after deadline, eRAPIDS issues the prorated amount for the benefit month and the next full month's benefit is issued on the first day of that month. See Expediting Process in this Section for combined issuance when Expedited Service applies.

2. Ongoing Benefits

a. Amount

Once eligibility is established, the AG is eligible to receive SNAP benefits for a full month. See Chapter 10.