

From the Hotline

If you have any questions on this column or other policy and procedural material, please have your Hotline designee call the **Policy Hotline at 617-348-8478**.

Q. 1. I had received my client's Interim Report (IR) before the closing date, the case was initiated, but there were still missing income verifications. Before the 30th day, I received the client's missing income verifications. Can I reopen this SNAP case back to the date of closing?

A. 1. Yes. If otherwise eligible, reopen this case back to the date of closing. For more information, refer to Operations Memo 2011-31 and Operations Memo 2011-43.

Q. 2. A client did not return his IR form and accordingly his SNAP case closed. Twenty days after the SNAP closing, the client returned a completed IR. Twenty-two days after the closing, the client supplied all of his required verifications. How and when is this SNAP case reopened?

A. 2. Using the information from the now completed IR form, open this case back to the date you received the IR. In this case, the SNAP benefits would be prorated to account for the client's 20-day delay. For more details, see 106 CMR 366.340.

Q. 3. What happens if my SNAP client ends up returning his completed IR more than 30 days after his case closes for failing to complete an IR?

A. 3. If more than 30 days have passed since this IR closing, conduct a new application interview with your client. The completed IR can serve as the application form and the SNAP household becomes eligible for benefits as of the date the IR was received.

Q. 4. What verifications are required with a completed IR?

A. 4. Required verifications include:

- an SSN, if adding a new household member; and
- any change in residence.

Additionally, the verifications below are *only* required if the change will cause a benefit increase:

- any earned income decreases of \$100 or more;
- any unearned income decreases of \$50 or more; and
- any new income.

Refer to Field Operations Memo 2010-55 for more details on verification requirements.

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- Q. 5.** If a client reports that her dependent care, shelter or utility expenses have increased, is the self-declaration on the IR considered sufficient verification?
- A. 5.** Yes. Dependent care, shelter and utility expense verifications can be self-declared on the IR.
Note: For information on how to verify medical expenses, refer to the *Medical Deductions Job Aid*, in Policy Online.
- Q. 6.** I was reviewing my client's IR and noticed that he forwarded wage stubs along with his completed form. The wage information showed a \$20 weekly pay raise. Am I required to enter this new wage information into BEACON?
- A. 6.** Yes. Although your client was not required to report wage increases or decreases of less than \$100, he nevertheless sent this updated wage information to you, and it will impact his SNAP benefit amount. Therefore, the information must be entered into the system.

Diversity Quote

"We are of course a nation of differences. Those differences don't make us weak. They're the source of our strength."

Jimmy Carter