



SNAP 103-3

APPLICATION PROCESSING

Household Rights and Responsibilities

Supersedes: FS 103-3 (04/01/2010)

Reference: 7 CFR 273.1 and 7 CFR 273.2

Overview: The Office of Public Assistance (OPA) will inform all household applying or recertifying for SNAP benefits of their rights and responsibilities using form HCS-220. The form also informs households of their reporting requirements. The household is not required to sign the form. Benefits cannot be pended or denied for not signing the form. Rights and Responsibilities, Reporting Requirements, and Processing Standards are also required to be reviewed with applicants in application and recertification interviews (SNAP 103-1)

HOUSEHOLD'S RIGHTS:

Households applying for or receiving SNAP benefits have the right to:

1. Have their Civil Rights protected.
2. Be informed that case information is confidential and is shared only for purposes directly related to the administration of the SNAP program.
3. Request help to complete forms and obtain required verification.
4. Have interpreter or translator services at no cost or delay.
5. Request an appointment outside regular business hours to accommodate work schedule.
6. Have the application processed and receive a written eligibility determination decision within 30 days following the application date unless the OPS is unable to make an eligibility determination due to circumstances beyond the OPA's control.
7. Request a fair hearing if they disagree with any action taken on their case.
8. Request management review of an employee decision without affecting rights to a fair hearing.
9. Receive SNAP benefits within 30 days following the application date if determined eligible.
10. Receive SNAP benefits within seven days if determined eligible for expedited processing.
11. Receive a written notice in most cases mailed at least 10 days before benefits are decreased or closed.
12. Be informed of eligibility and benefit changes.
13. Be assisted with the application/recertification process by individual(s) of their choice.
14. Be informed of the consequences for not complying with all required nonfinancial and financial eligibility requirements.
15. Be informed of intentional program violation and fraud disqualification penalties.
16. Claim good cause for not complying with certain eligibility requirements.

HOUSEHOLD'S RESPONSIBILITIES:

Household's applying for or receiving SNAP benefits have the responsibility to:

1. Complete and sign the application form and any other required forms.
2. Report changes according to their reporting requirements.
3. Provide an SSN for all household members requesting to participate in SNAP unless good cause exists (SNAP 303-1).
4. Provide all information/verification as requested within the time specified; and
5. Comply with all program requirements and requests for verification/information such as cooperation with Program Compliance reviews.

Effective Date: July 6, 2022