



SNAP 1500 CASE MANAGEMENT Overview

Supersedes: SNAP 1500 (04/01/2010)

Reference: N/A

BASICS OF CASE MANAGEMENT:

Eligibility staff members accurately determine eligibility and benefit amounts for households applying for or receiving SNAP benefits. Managing a SNAP case includes:

1. Knowledge and correct application of SNAP policy;
2. Reading case notes and reviewing case actions taken from the last certification, simplified report, recertification or change report to have sufficient knowledge of the case before making further changes or processing applications, simplified reports and re-certifications.
3. Conducting initial certification and recertification interviews to accurately determine eligibility and benefit amount; requesting verifications per policy and conducting appropriate interface actions.
4. Informing the household of eligibility, benefit changes and reporting requirements in writing (using appropriate notices);
5. Composing clear and concise notices; reviewing pending system-generated notices for accuracy and clarity and making any needed changes.
6. Acting on changes according to the household's change reporting requirements within 10 days of the discovered/reported change or information;
7. Establishing overpayment claims or supplementing/restoring under issued benefits; overpayment claims must be established using correct reporting requirements and overpayment policies;
8. Referring intentional program violations (1505-1) when appropriate; and,
9. Documenting case notes in sufficient detail to determine the reasonableness and accuracy of the eligibility determination and benefit amount.

Effective Date: May 01, 2017