

Indiana ELIGIBILITY SYSTEM Program Policy Manual DFR	
CHAPTER: 2000 APPLICATION PROCESSING	SECTION: 2000 TABLE OF CONTENTS

2000.00.00 APPLICATION PROCESSING

2005.00.00 THE INTERVIEW

2005.05.00 COOPERATION WITH THE ELIGIBILITY INTERVIEW

2005.05.10 Who Can Be Interviewed

2005.05.15 Rescheduling the Interview

2015.00.00 RESPONSIBILITIES OF THE APPLICANT/RECIPIENT

2015.05.00 PROVIDE PROOF OF INFORMATION

2015.20.00 REPORT CHANGES IN CIRCUMSTANCES (C)

2015.20.05 Changes That Must Be Reported (S)

2020.00.00 APPLICATION TIME STANDARDS

2020.05.00 APPLICATION TIME STANDARDS (S)

2020.05.05 Time Standards for Expedited Service (S)

2020.05.10 Time Standards for Residents of Institutions (S)

2020.05.15 Combined Month Issuance Time Standard (S)

2020.05.20 Notice Of Missed Interview (S)

2020.10.00 APPLICATION TIME STANDARDS (C)

2020.10.05 Time Standards For Paroled, Transitioned or Released Prisoners (C)

2020.20.00 APPLICATION PROCESSING DELAY

2020.20.05 Application Processing Delay (S)

2020.20.05.05 Assistance Group Delay (S)

2020.20.05.10 Expedited Service/Assistance Group Delay (S)

2020.20.05.15 Agency Delay (S)

2020.20.10 Exceptions to Application Time Standard (C)

2025.00.00 VERIFICATION

2025.05.00 VERIFICATION REQUIREMENTS

2025.05.05 Verification of Questionable Information (S,
C)

2025.05.10 Collateral Contacts

2025.10.00 RESPONSIBILITY FOR OBTAINING VERIFICATION

2025.15.00 REQUESTS FOR INFORMATION

2025.20.00 TIME STANDARDS FOR PROVIDING INFORMATION

2030.00.00 PROVIDING INFORMATION TO THE ASSISTANCE GROUP

2030.05.00 PROVIDING INFORMATION TO THE ASSISTANCE GROUP
(S)

2035.00.00 DETERMINATION OF INITIAL ELIGIBILITY

2035.05.00 EXPEDITED SERVICE (S)

2035.25.00 DETERMINATION OF CASH ASSISTANCE CATEGORY (C)

2035.35.00 DETERMINATION OF INELIGIBILITY

2035.40.00 AUTHORIZATION

2035.45.00 AUTHORIZING COMBINED MONTHS' BENEFITS (S)

2035.50.00 EFFECTIVE DATE (S)

2035.55.00 EFFECTIVE DATE (C)

2040.00.00 REAPPLICATIONS

2099.00.00 FOOTNOTES FOR CHAPTER 2000

Indiana ELIGIBILITY SYSTEM Program Policy Manual DFR	
Chapter: 2000 APPLICATION PROCESSING	Section: 2000 APPLICATION PROCESSING

2000.00.00 APPLICATION PROCESSING

At the end of the application registration process, client scheduling takes place in order to schedule an interactive interview.

The policies in this chapter pertain to the processing of new applications after the application registration and interview scheduling processes have occurred.

The following sections are contained in this chapter:

The Interview (Section 2005);

Responsibilities of the Applicant/Recipient (Section 2015);

Application Time Standards (Section 2020);

Verification (Section 2025);

Concluding the Interview/Providing Information (Section 2030);

Determination of Initial Eligibility (Section 2035);

Reapplications (Section 2040); and

2005.00.00 THE INTERVIEW

An interactive interview is required for all individuals who submit an application with the exception of SNAP only applicants who applied for SNAP in conjunction with SSI at the Social Security Administration. The interviewee may select additional programs of assistance during the interview.

2005.05.00 COOPERATION WITH THE ELIGIBILITY INTERVIEW

An application is to be denied if an individual does not cooperate with the interview requirement. Refusal is determined when the AG is able to cooperate, but clearly demonstrates a refusal to be interviewed. For SNAP, applications are to be denied on the 30th day (or next business day when the 30th day is a non-business day) when the applicant has failed to keep scheduled appointments or to reschedule an appointment by the 30th day.

If there is any question as to whether the household has merely failed to cooperate, as opposed to refused to cooperate, the household should not be denied, and the agency should provide assistance. (f1)

2005.05.10 Who Can Be Interviewed

An applicant or authorized representative may be the interviewee and can conduct all business related to the application process. An Authorized Representative Form must be used to authorize someone to apply on behalf of an AG and must be filed in the case record. However, the requirements as to who can apply without written consent on behalf of an AG vary slightly, depending on the program, as explained below.

For SNAP and Cash Assistance, a participating AG member can be the interviewee without a written authorization. A non-AG member must be authorized in writing by an AG member. (f2)

In spite of the availability of an authorized representative, the DFR may require personal contact with the applicant if such contact is necessary in order to determine eligibility under any program. Legal guardians and powers of attorney may apply for assistance on behalf of the applicant and must present the appropriate documents verifying their status. A power of attorney document must be general enough to encompass applying for assistance.

The most common usage of this procedure will occur with state institutions under the supervision of the Division of Mental Health. (f4) While the social worker at the facility can be interviewed, the authorized representative must be familiar with the AG situation to represent them properly.

The eligibility worker will determine if the authorized representative is representing the AG appropriately.

Generally, the eligibility worker will not know until the end of the interactive interview whether or not written authorization is required. Once the AGs are formed, the eligibility worker must determine if there are any AGs for which authorization is required.

Authorized representatives assume responsibility for the accuracy of the information provided. AGs who utilize an authorized representative are subject to the same disqualification penalties and possible prosecution as AGs representing themselves.

For SNAP, AGs will be held liable for any over issuance that results from erroneous information provided by the authorized representative. An exception exists when a drug and alcohol treatment center or a group living arrangement acts as an authorized representation.

2005.05.15 Rescheduling the Interview

If the interviewee fails to appear for the first eligibility interview, the application is pended, and the client will be mailed a Notice of Missed Interview (see section 2020.05.20). The individual may schedule another appointment.

For SNAP, if the individual does not keep an appointment within 30 days of the application date, the eligibility worker must then take action to deny the application. An entry in eligibility system should be made to explain the denial.

If the individual contacts the DFR to reschedule the missed appointment, the interview should be rescheduled as soon as possible in an attempt to stay within processing time frames. A copy of written notices to reschedule should be kept. Appointments scheduled by phone should be documented in the eligibility system.

2015.00.00 RESPONSIBILITIES OF THE APPLICANT/RECIPIENT

The DFR must advise each applicant/recipient of his rights and responsibilities as indicated in the following sections.

2015.05.00 PROVIDE PROOF OF INFORMATION

The applicant/recipient must consent to the release of any information necessary to determine the individual's initial and continuing eligibility for assistance. The individual must supply required documents and records and must assist the DFR in obtaining verifications, (f6) including proof of incapacity. Failure or refusal by an applicant to provide the Local Office with information or verification of information required to determine eligibility will render the AG ineligible for assistance. (f7)

If the individual is doing all that he can to cooperate in verifying the information, but is unable to do so, the DFR should assist the AG in verifying the information.

In cases where the individual is a victim of domestic violence, it is important to understand the barriers that can exist in the process of obtaining verifications. This is especially important where the abusing party is in possession of the needed documentation and any attempt to obtain said documentation would pose a threat to the individual applicant/recipient.

When neither the worker nor the individual is able to secure the necessary documentation, the individual's statement is to be accepted as sufficient documentation upon the approval of a supervisor. However, it is important that the worker clearly and completely document the reason for the use of client statement.

2015.20.00 REPORT CHANGES IN CIRCUMSTANCES (C)

The applicant/recipient must report any changes in circumstances affecting TANF eligibility to the DFR within 10 days of the date on which the change occurred or became known to the recipient. (f13) Eligibility workers should encourage applicants/ recipients to report all changes. Applicants/recipients should be advised at the time of the initial interview and at each subsequent interview of their responsibility to report changes. This provision is applicable at any time after the interview, regardless of whether the application has been approved.

2015.20.05 Changes That Must Be Reported (S)

SNAP AGs are subject to simplified reporting requirements and must only report whenever the AGs monthly income exceeds the gross monthly income limit for the AG size. Other changes may be reported by the AG and if reported, must be acted upon.

A change which results in the AG exceeding the gross income limit for their AG size must be reported by the 10th day of the month following the change to be considered timely.

2020.00.00 APPLICATION TIME STANDARDS

Due to federal requirements, applications must be processed within specific time standards. The time allowed varies depending on the program. The time standard is counted beginning with the day following the date of application, and ending with the date on which the eligibility notice is mailed.

Time standards for application processing as required by the individual programs are explained in the following sections.

2020.05.00 APPLICATION TIME STANDARDS (S)

The application time standard discussed in this section applies to initial applications and any AG whose entitlement period has expired.

If all required verification is provided and the AG is eligible, the eligibility worker must provide assistance no later than 30 calendar days after the date of application.

(f14) If the 30th day falls on a non-business day, approvals must be completed no later than the last business day prior to the 30th day. Denials can be completed on the next business day. **Exception:** If all verifications have been received except those for deductions, the application should be processed no later than the 30th day without the deductions included. The AG may verify the deductions later and they may be included in a future month according to change processing rules.

When additional verification is needed to complete the application, the AG is allowed 13 days from the date of request unless there is a client delay in being interviewed. When a client has caused a delay in the interview process, the due date for verifications is 2 business days prior to the 30th day. If an interview is

delayed (client caused) to one of the 2 business days prior to the 30th day, or on the 30th day, the due date for verifications is the same day as the request.

If the AG is found to be ineligible, written notice will be provided no later than 30 days following the date of application.

Client and agency delay for the purpose of determining the verification due date is defined as follows:

Client delay: When the client refuses to accept an initial appointment within 12 calendar days from application file date or requests to reschedule the appointment after 12 calendar days from application file date and the appointment is scheduled within 30 days from the application file date.

Agency delay: When the agency, due to no appointment slots being available, schedules the initial appointment after the 12th calendar day from application file date or appointment is rescheduled to a date after 30 days from the application file date.

If the verification is provided within 30 days from application file date, the AG is entitled to assistance from the date of application, if determined eligible.

For applications which have been denied for not providing all requested verification(s): If all requested verifications are submitted after denial but before the 60th day from the application file date, the denial is to be rescinded. If determined eligible as part of the rescind action and verifications are provided after the 30th day from application file date, benefits are to be prorated from the date verifications were provided. If all requested verifications were provided and result in an ineligible case (such as over income), the rescind action should be taken to deny with the new reason and the applicant would be provided with a new denial notice.

Even though denied for the month of application, the AG does not have to reapply in the subsequent month. The same application will be used for the determination of eligibility for subsequent months.

EXCEPTION: For residents of institutions who apply for SNAP prior to their release from the institution, an

opportunity to participate must be no later than 30 calendar days from the date of release from the institution.

For instructions regarding SNAP timely reapplications, refer to Section 2210.05.00. For untimely filed applications (a recertification filed after the 15th calendar day of the last month of the certification period), refer to Section 2210.05.05.

2020.05.05 Time Standards for Expedited Service (S)

The DFR will make SNAP benefits available to AGs entitled to expedited service no later than the close of business on the seventh calendar day following the date of application. There are no exceptions to the seven calendar day processing standard to allow for holidays or weekends. If the seventh day falls on a holiday or weekend, SNAP benefits must be issued on the work day prior to the holiday or weekend. (f15)

The first calendar day following the date of application is the first day of the time frame. If the seventh calendar day falls on a non-business day, the AG must have their SNAP benefits available the last business day before the deadline.

EXAMPLE:

AG submits an application on December 22 they must receive their SNAP benefits by December 29, to meet the expedited time frame.

Expedited service is not allowed for AGs that file recertification applications during the redetermination month. If the prescreening during application registration fails to identify an AG as being entitled to expedited service, the DFR will provide expedited service upon discovery of the error, and the processing standard will be calculated from the date the error is discovered. If, at anytime, it is discovered that the AG is not entitled to expedited service, the case reverts to 30 day processing.

2020.05.10 Time Standards for Residents of Institutions (S)

For residents of public institutions who are determined eligible for SNAP prior to their release, the DFR must provide assistance no later than 30 calendar days from the date of release of the applicant from the institution.

2020.05.15 Combined Month Issuance Time Standard (S)

AGs which apply after the 15th calendar day for initial month's assistance and fulfills all eligibility requirements, are eligible for the month of application and the subsequent month and must be issued the initial month's prorated allotment and the second month's allotment simultaneously. All expedited AGs which apply after the 15th calendar day and receive a prorated allotment for the month of application will also receive the second month's allotment within the expedited time standard.

2020.05.20 Notice Of Missed Interview (S)

When a client has an application on file for SNAP and misses the appointment, a notice must be sent to the client informing him of the missed appointment. This applies to initial applications, reapplications and redeterminations.

The eligibility system will automatically send this notice if both requirements are met.

1. The SNAP appointment has been scheduled using the Client Scheduler in the eligibility system.
2. The application is taken through Application Registration.

All other situations will require a manual notice to be sent to the client if a SNAP application is on file and the client misses the SNAP interview. Examples of these are if the worker adds SNAP as a program in an already existing case or if client scheduling was not used to schedule the appointment.

2020.10.00 APPLICATION TIME STANDARDS (C)

The DFR must determine eligibility within a prescribed time standard and must so inform each applicant of this processing standard at the time of application, both verbally and in writing.

For Assistance Groups (AGs) meeting all conditions of

eligibility:

If not required to participate in Applicant Job Search (AJS), assistance shall begin no later than 30 days from the date of application.

For AG's that are required to participate in AJS, it shall be no later than 60 days from the date of the application. (f18)

For AGs not meeting all conditions of eligibility:

If not participating in AJS, the authorization to deny the application should occur no later than 31 days from the date of application. If the 31st day falls on a non-work day, the denial should be authorized on the next available work day. The eligibility system will generate the notice.

For AG's participating in AJS, the authorization to deny the application should occur no later than 61 days from the date of application. If the 61st day falls on a non-work day, the denial should be authorized on the next available work day. The eligibility system will generate the notice.

2020.10.05 Time Standards For Paroled, Transitioned or Released Prisoners (C)

All efforts will be made to ensure that the normal time processing standards will allow for assistance to be available when the prisoner, if eligible, is released, transitioned or paroled. (f18a)

2020.20.00 APPLICATION PROCESSING DELAY

Delay exists when an application is not processed within the federally prescribed time standards. The eligibility worker is to determine the reason for delay and whether the delay was caused by the AG or the DFR by using the information in the following sections.

2020.20.05 Application Processing Delay (S)

The eligibility worker should determine the cause of delay in processing an application or in the return of information/verification. Delay is defined as any period of time exceeding the time standard required to determine

eligibility. Delay may be either AG or DFR delay, as discussed in the following sections. (f22)

2020.20.05.05 Assistance Group Delay (S)

The delay is considered the responsibility of the applicant and the AG is not entitled to assistance for the month of application if the AG:

Has not met the application time standards with available information despite an offer of assistance from the eligibility worker; or

Has failed to register for work after the eligibility worker has informed them of the requirement to register by the deadline; or

Has not provided the necessary verification by the deadline given on the eligibility worker's initial written request listing necessary items to be verified, after the eligibility worker has offered to assist them; or

Failed to appear for an interview and was notified of the initial missed interview as required in Section 2020.05.20.

If the AG has missed scheduled interviews and requests another interview, any delay will be the fault of the AG. If by the 30th day the AG has failed to appear for any scheduled interview the case will be denied as of the 30th day.

If the AG was denied for failing to provide the requested verifications and provides all of the required verifications within 60 days following the date of application, the case denial is to be rescinded without requiring a new application. If the AG was at fault for the delay in the initial 30 day period, was denied and later provided the requested verifications during the second 30 day period, benefits are to be prorated from the date requested verifications are provided.

2020.20.05.10 Expedited Service/Assistance Group Delay (S)

If an AG which is entitled to expedited services ELIGIBILITY SYSTEM misses a scheduled appointment and contacts the office to reschedule after the missed appointment but before the end of the 30th day after the application date, the AG must be given the next available expedited appointment time. The local office will determine a new expedited time frame following applicant delays as follows:

The AG must have eligibility established by the 7th calendar day following the rescheduled appointment as long as the AG completes the rescheduled interview.

EXAMPLE:

Applicant submits an application on Monday, April 16 and is scheduled for an appointment on Wednesday, April 18. The applicant misses the scheduled appointment, but contacts the agency on April 26th and reschedules an appointment for Friday, April 27th. Saturday the 28th is day one of the seven day processing standard. The AG is entitled to have benefits authorized by May 4th.

These procedures apply if the applicant still meets expedited criteria. If he does, then the AG is allowed expedited verification procedures.

2020.20.05.15 Agency Delay (S)

The delay is considered the responsibility of the agency when the eligibility worker fails to complete a task which causes the application process to extend beyond the application time standard. This delay may occur when the eligibility worker delays in requesting verification, completing the eligibility determination or processing documents that the AG submitted timely, or when the eligibility system is down or incorrectly configuring benefits.

When a delay in the initial 30 day application time standard is the fault of the agency, the AG is entitled to assistance retroactive to the date of application. The worker must complete a manual notice to the AG on the 30th day with information that the application is still pending, state the reason and the action the AG must take to complete the application process. The eligibility worker will provide assistance if needed.

2020.20.10 Exceptions to Application Time Standard (C)

Every effort must be made by the DFR to process all applications within the time standards. If an application pends beyond the time standard, the reason must be clearly documented in the eligibility system. Reasons are as follows:

 Awaiting documentation of life insurance cash value from a life insurance company;

 Other extenuating circumstances;

 Receipt of hearing decision (the eligibility system will require a delay code to be entered if a denial was overturned by the Administrative Law Judge (ALJ)).

2025.00.00 VERIFICATION

In order to determine eligibility for assistance, the DFR is required to verify information to support the eligibility determination process such as:

 Non-financial factors of eligibility;
 Resources;
 Income; and
 Claimed expenses

These factors will vary by program.

The use of client statement should be used only as a last resort.

2025.05.00 VERIFICATION REQUIREMENTS

The DFR must have adequate factual information on which to base case eligibility decisions. Therefore, at least one source of verification must be obtained for each eligibility factor. Verification is the use of third party information or documentation to establish the accuracy of statements on the application as well as statements obtained during the interactive interview. Verifications must be reasonable and limited to those that are necessary to ensure an accurate eligibility determination. For example, financial and demographic information is required only for those individuals living in the home who are members of the AG (as participants or non-participants). Therefore, when dealing with a household made up of AG

members and excluded persons, the eligibility worker may not require the AG, as a condition of eligibility, to provide information and verify the circumstances of the non-AG members. (See Chapter 3200 for information concerning AG membership as a participant or non-participant and exclusion from AG membership).

Verifications may be secured by one of the following methods:

- Telephone contact;
- Personal contact (including home visits); or
- Written (hard copy) documentary evidence; including verifications received by fax or other electronic devices where the authenticity of the source of the verification along with the verification itself can be validated.

The eligibility system must contain all telephone or personal contacts and documentary evidence used as verification. At a minimum, the following must be recorded:

- The eligibility factors verified;
- The name of the contact person;
- The date of the contact; and
- The information obtained from the contact.

This entry in the eligibility system should be in sufficient detail to support the determination of eligibility or ineligibility.

2025.05.05 Verification of Questionable Information (S, C)

All eligibility factors that are questionable must be verified prior to the approval of the AG. To be considered questionable, the information on the application must be inconsistent with:

- Statements made by the applicant;
- Information on previous applications; or
- Information available to the eligibility worker

When determining if the information is questionable, the eligibility worker will base the decision on the circumstances of the AG. Further verifications may be necessary if the following situations occur:

A report of expenses that exceed income;

The AG reports no income and/or no assets, yet is managing financial affairs; or

Information has been received that individuals not included on the application reside with the applicant/recipient and, therefore, the composition of the AG is questionable.

Questionable information alone does not serve as a basis for a denial or termination of the case.

When unclear information is received from a third party or from the AG, clarification and verification of the AG's circumstances must be pursued. A written request, which clearly advises the AG of the verification needed and actions needed to clarify the circumstances must be sent. The notice must advise the AG it has 13 days to respond and clarify its circumstances and that failure to respond will result in denial/closure.

If the AG does not respond to the written notice or does respond but refuses to provide sufficient information to clarify the circumstances, adverse action is taken to terminate the case. A new application is required if the AG wishes to continue to receive benefits.

If the AG responds and provides sufficient information, the reported information must be acted upon.

Benefits for one program cannot be terminated solely because benefits under another program are terminated.

2025.05.10 Collateral Contacts

There are some institutions such as banks, insurance companies, and medical institutions which will not release information without the written consent of the individual. If information from such sources is essential to the determination of eligibility, and the individual does not or cannot provide the necessary information and refuses to sign a release form, eligibility cannot be established and consequently, the application must be denied.

When contacting collateral contacts, disclosure of information should be limited to that which is absolutely necessary to obtain the information being sought.

Disclosure that the AG has applied for or is receiving SNAP or Cash Assistance should not occur.

2025.10.00 RESPONSIBILITY FOR OBTAINING VERIFICATION

The applicant or authorized representative has the responsibility for providing adequate data to substantiate his request for assistance insofar as it is possible. The applicant or authorized representative is not required to present evidence in person at the DFR. The evidence may be supplied in person, through the mail, by facsimile or other electronic devices as listed in IPPM 2025.05.00.

Good judgment is required on the part of eligibility workers when determining what, if any, verifications can be furnished by the applicant or authorized representative. The eligibility worker will accept any reasonable evidence and will be primarily concerned with how adequately the evidence proves the statements on the application.

If it is difficult or impossible for the individual or authorized representative to obtain the evidence in a timely manner or the AG has presented insufficient documentation, the eligibility worker will offer assistance.

In cases where the applicant/recipient is a victim of domestic violence, it is important to understand the barriers that can exist in the process of obtaining verifications where the abusing party may be in possession of the needed documentation and any attempt to obtain said documentation would pose a threat to the applicant/recipient.

When neither the worker nor the applicant/recipient is able to secure the necessary documentation, the applicant/recipient's statement is to be acceptable information.

2025.15.00 REQUESTS FOR INFORMATION

If the eligibility worker requires information or verification from the individual, he must provide the individual with:

A written list of specific information required in order to complete the application process;

The date the information is due; and

The consequences of not returning the additional information by the due date. (f24)

When asked to release information necessary to process an application, the date and the name of the person or organization from which information is being requested must be listed on the release form prior to requesting the client's signature. This policy applies to the Authorization for Release of Information Form, or any of the other forms such as the FI-0014 and FI-0065 used to document the client's authorization for the release of confidential information. All of these forms must show the date signed by the client and may not be honored if more than 90 days old. The client may also revoke this authorization at any time prior to the expiration of the release.

The eligibility worker must provide the verification checklist for all AGs within the household.

The individual is responsible for providing as much of the required information as possible and must be informed that time extensions can be requested for TANF. However, any delay may affect potential benefits. The eligibility worker will assist the individual when the individual is unable to act wholly on his own or when the individual requests assistance obtaining information.

When additional information or verifications are required, the individual must be informed of the above specifications. The eligibility system will not automatically generate this notice.

2025.20.00 TIME STANDARDS FOR PROVIDING INFORMATION

If it is determined at the interview or at any time during the application process that additional information or verification is required or that an AG member is required to register for employment, the AG must be notified and given 13 calendar days to comply with the request.

For all programs, the verification due date is 13 calendar days from the date the pending verification checklist is

provided. If the verification due date falls on a holiday or weekend, the deadline for the requested information is the next working day.

2030.00.00 **PROVIDING INFORMATION TO THE ASSISTANCE**
GROUP

The eligibility worker must verbally explain the following information to each interviewee:

That the AG will receive written notice stating the actions that must be taken to stay eligible. (If the AG cannot comply, the payee should call before the deadline to explain the reason.);

All eligibility factors pertaining to the categories of assistance which have been chosen;

That pamphlets regarding SNAP, TANF Cash Assistance programs and the Appeals and Hearings process are available;

The applicant's rights and responsibilities that are outlined in Sections 1425.00.00 through 1435.00.00, and Sections 2015.00.00 through 2015.20.05;

The fact that the application will be processed for the most assistance available;

The latest date by which the DFR must deliver the AG's assistance (if they are eligible);

That if the AG disagrees with any action taken by the DFR, it may request a fair hearing;

That the AG's SSNs will be matched against the records of other agencies to detect unreported income and resources and that failure to provide either an SSN or proof of application for one will mean that the person cannot be on SNAP or TANF, with the exception of the first month for expedited SNAP;

The next steps to be taken by both the applicant and the DFR; and

An individual may withdraw his application at any time during the application process or request that his assistance be discontinued.

2030.05.00 PROVIDING INFORMATION TO THE ASSISTANCE GROUP (S)

The following should be explained verbally:

That all persons required to participate in the Employment and Training program must comply with the program requirements or the AG may lose SNAP;

Those AG members are expected to keep any suitable job they might have. (Quitting without good cause might make the individual ineligible.);

Those AGs under simplified reporting are only required to report when their total calendar month income exceeds the gross income limit for their AG size.

That the AG has the right to request a telephone interview (See IPPM 1835.05.00);

That there are rules regarding the use of SNAP:

- SNAP may be used to purchase food items and garden seeds at retailers approved by USDA. They may not be issued for hot, ready-to-eat foods or food marketed to be heated in the store. They also may not be used to purchase paper products, cleaning supplies, cigarettes, alcoholic beverages, firearms, ammunition, explosives and other non-food items.
- Sales tax may not be charged on any item purchased with SNAP.
- SNAP benefits on an EBT account may not be bought or sold.

Those SNAP applications may not be denied solely on the basis that an application to participate in another program has been denied. Ongoing SNAP benefits may not be terminated solely because benefits under another program have been terminated.

2035.00.00 DETERMINATION OF INITIAL ELIGIBILITY

This section discusses policy for:

Disposition:

- The initial determination of eligibility or ineligibility; and

Date of entitlement:

- The initial date of eligibility for assistance.

Refer to Chapter 2200.00.00 for determination of on-going eligibility, redeterminations and certification periods.

2035.05.00 EXPEDITED SERVICE (S)

The circumstances that qualify destitute AGs for expedited processing may not qualify them for assistance. For example, non-cash resources are not considered in determining expedited status but are considered in determining eligibility; therefore, an AG might be ineligible based on resources. AGs which qualify for expedited processing but are determined ineligible for benefits must receive a denial notice by the seventh calendar day from the day the application is filed.

The eligibility worker will accept any readily available verification in order to determine eligibility of an assistance group under expedited services criteria. Identity is the only factor that must be verified prior to receiving expedited benefits. The eligibility worker cannot delay the authorization of expedited benefits pending the receipt of other verification. If other verification is pending the AG would be given a 13 day period to return the pending verification. Once the 13 day period has expired, the case can be closed for not returning all the pending verifications (unless deduction related—if no verifications provided for deductions such as shelter expenses, process in processing without these deductions). Cases closed for not providing expedited verifications will not be rescinded. Clients should be informed they must reapply for benefits.

When an AG moves to Indiana from another State the eligibility worker will question the applicant to determine if benefits were issued in the other State for the month of the current application. If benefits were issued from the other State the AG is not entitled to benefits in Indiana for the month of application unless the applicant signs a

statement that the benefits were returned to the other State.

Pending verification of the applicant's statement of non-receipt by the other State agency must be postponed if not completed during the expedited time-frame.

The eligibility worker must accept any readily available verification of an AG's income, including a statement of no income, within the expedited processing time frame and record the results of such attempts. The eligibility worker must be aware that verification of a "no income" statement is as important as verification of reported income.

An applicant AG is not currently eligible for expedited processing unless previously postponed verifications have been provided or the AG has been certified under normal processing standards since a previous expedited certification.

**2035.25.00 DETERMINATION OF CASH ASSISTANCE CATEGORY
 (C)**

When Cash Assistance is indicated as a program choice, the eligibility system automatically determines (through a process called failure logic) the category under which the Assistance Group (AG) may receive benefits, according to the hierarchy listed below. The Cash Assistance categories are discussed in Section 1600. If the AG fails for a particular category, the system will explore eligibility under other Cash Assistance categories. If the AG fails to meet the eligibility requirements of all Cash Assistance categories, assistance is to be denied.

Cash Assistance Hierarchy:

ADCR: TANF based upon absence of a parent;

ADCQ: Refugee Cash Assistance when categorical TANF eligibility does not exist for an AG with refugee status.

ADCU: TANF based on a two-parent AG;

2035.35.00 DETERMINATION OF INELIGIBILITY

An AG is to be denied if just one eligibility requirement fails to be met causing the entire AG to be ineligible. However, if, in the course of the eligibility study the eligibility worker verifies that other requirements are not met; all reasons for denial must be entered.

2035.40.00 AUTHORIZATION

An AG must be authorized when all required eligibility information is documented and the determination of eligibility is complete. AGs are to be authorized whenever the eligibility determination is complete. Authorization of an AG is not to be delayed while awaiting completion of the eligibility determination for other AGs in the case.

Before authorizing an AG, the eligibility worker should carefully review all data in the eligibility system for accuracy. .

2035.45.00 AUTHORIZING COMBINED MONTHS' BENEFITS (S)

AGs which apply after the 15th of the month and are determined eligible (for the month of application and the following month) in the month of application are to receive benefits for the initial month and the following month at the same time. This includes expedited AGs which apply after the 15th of the month and are determined eligible for initial month's benefits and the following month.

When the first month's benefit of less than \$10 is pro-rated to a zero benefit, the AG will not receive combined benefits. Benefits for the second month will be available on the first working day of the second month.

AGs which have postponed verifications cannot receive the third month's benefits until all required verifications are provided.

2035.50.00 EFFECTIVE DATE (S)

The effective date for SNAP assistance is the date of application unless the initial month(s) is denied or an AG delay has occurred which revises the effective date. Refer

to Section 2020.20.05.05. Assistance is prorated from the date of application for first month benefits. If the AG causes a delay and provides verification after the 30th day, benefits are to be prorated from the day verifications are provided.

Since the eligibility system prorates from the date the verifications are entered into the eligibility system, the entry should be completed the same day the verifications are provided. If verifications are not entered on the day of receipt, an auxiliary must be done to provide benefits from the day of receipt.

If any Migrant/Seasonal Farm Worker AG was certified for the month prior to the application month in any state or county, benefits will not be prorated from the application date. Instead, the AG will receive a full month's benefits. All other AG's benefits will be prorated from the date of application if there has been a break in certification.

All SNAP assistance groups are given a 12 month certification period. If a SNAP assistance group is added to an existing case the added SNAP AG is given a 12 month certification regardless of when the certification period ends for the other program(s).

2035.55.00 EFFECTIVE DATE (C)

The effective date of assistance is the first of the month following the date of application except when an application is filed on the first day of a month containing 31 days. In this instance, the effective date is the 31st day of the month. Benefits for this day are prorated by the eligibility system. This means that if an application is filed on January, March, May, July, August, October, or December first, a benefit is calculated for the 31st day only.

A person applying for Cash Assistance in Indiana after living in another state will not be eligible for Cash Assistance from Indiana until the state of former residence is contacted to determine if the individual is receiving Cash Assistance from that state. If so, the effective date of the Cash payment from Indiana can be no earlier than the date of discontinuance in the other state.

2040.00.00 REAPPLICATIONS

A reapplication may be made at any time by an individual whose application for assistance was denied or whose assistance was discontinued. If a recipient comes into compliance prior to the effective date of the discontinuance, it is appropriate to rescind the adverse action rather than to require a reapplication.

An individual who appeals a denial or discontinuance which had become effective may file a reapplication at any time. The individual is not to be denied the right to reapply pending the decision of the Administrative Law Judge (ALJ). If the hearing decision is in the individual's favor, the DFR is to take adjusting action as directed in the decision. If the DFR action is sustained, the reapplication is to be processed in the usual manner. The DFR is not to delay the processing of a reapplication taken under these circumstances until the hearing decision is issued as this is not considered an extenuating circumstance for pending a case beyond the time standard.

2099.00.00 FOOTNOTES FOR CHAPTER 2000

Following are the footnotes for Chapter 2000:

- (f1) 7 CFR 273.2(d);
405 IAC 2-1-2
- (f2) 7 CFR 273.1(f) - FS
470 IAC 10.3-2-2 - TANF
- (f4) IC 29-3-3-5
- (f5) 470 IAC 2.1-1-2
- (f6) 470 IAC 2.1-1-2
- (f7) 470 IAC 2.1-1-2
- (f8) 470 IAC 2.1-1-2
- (f9) 470 IAC 2.1-1-2
- (f10) 470 IAC 2.1-1-2
- (f11) 470 IAC 2.1-1-2
- (f12) 470 IAC 2.1-1-2
- (f13) 470 IAC 2.1-1-2
- (f14) 7 CFR 273.10(g)
- (f15) 7 CFR 273.2(i)
- (f18) 470 IAC10.3-2-3
- (F18a) IC 11-10-12-5
- (f22) 7 CFR 273.2(h)
- (f24) 470 IAC 2.1-1-2