

# Changes

## 610 INTRODUCTION

Changes are situations that occur in a household which may affect eligibility or benefit amounts. Action must be taken on **reported** changes, regardless of the customer's reporting requirements, to ensure program integrity is maintained by

- issuing benefits timely and accurately;
- ensuring the state is not sanctioned for failing to provide benefits to eligible households in the correct amount; and
- maintaining Quality Control (QC) tolerance levels.

## 615 REPORTING REQUIREMENTS

## 616 WHAT TO REPORT

### 616.1 TANF AND SNAP HOUSEHOLDS WHO DO NOT MEET SIMPLIFIED REPORTING CRITERIA (These households are referred to as Status Change Reporters for the purpose of the SNAP Program.)

Households are advised of their responsibility to report changes in

- source or amount of income (changes in vendor payments do not have to be reported);
- household composition/household member's extended absence;
- ownership of a licensed vehicle and other non-exempt vehicles;
- earned income when there is a change in employment status which includes:
  1. Change of employer.
  2. Starting/stopping a job.
  3. Promotion and/or change in hourly wage increase or salaried wage rate.
  4. Change from full-time to part-time or part-time to full-time for employed household members. **Note:** Part-time employment is employment which is less than a weekly average of 30 hours. Full-time employment is employment with a weekly average of 30 hours or more per week. To determine the weekly average, divide total hours worked in the month by 4.3.

**Exception:** This does not apply to salaried employees, whose salary does not fluctuate based on number of hours worked. They would report under 1, 2 or 3.

- Marital status, or reconciliation with the absent parent;
- Available resources such as cash, stocks, bonds, or money in a bank or savings account;
- Residence or mailing address;
- Receipt of a lump-sum payment;
- School attendance of a child 16 or older (includes attendance for a minor parent);
- Other circumstances or anticipated changes which may affect eligibility or benefit amount;
- Address, job, or other information related to the absent parent; and
- Social Security number for a required household member.

- Gross monthly **unearned** income if the amount changes by more than \$50 during the certification period;
- Available resources such as cash, stocks, bonds, or money in a bank or savings account which cause the household's limit to reach or exceed \$3,000 or \$4,500 (whichever applies);
- The legal obligation of child support paid to or for nonmembers if the change is more than \$50 (see manual section A-630.4);
- Residence and resulting change in shelter costs.

## 616.2 SIMPLIFIED REPORTING (SR) HOUSEHOLDS

All households meeting the SR criteria should be designated as an SR household as defined in manual section A-1823.2.

**Note:** Do not change reporting requirements once a case has been designated as SR.

SR households must report all changes outlined in manual section B-616.1 at initial and recertification applications when an interview is required; however, once an interview is conducted SR household's reporting requirements are reduced to reporting the following:

Gross income which exceeds the 130% poverty level for the household size (this amount is printed on the notice of decision (NOD) when the case is approved or an action is taken which generates a NOD as long as the SR flag on the case info BAP in AMPS is marked "Y").

**Note:** Expanded categorically eligible households that are SR who have income below 200% of poverty but exceeding 130% of poverty at approval are required to report changes in income exceeding 200% of poverty.

SR households submitting the interim recertification, who are not required to have an interview, are only required to report the changes listed above between the submission of the application and the notice of approval.

When the interim recertification or a complete Application for Assistance is received, and no interview is required, it is the case manager's responsibility to review all information previously reported as well as any changes reported by the household on the application, including the review of all available interfaces.

Any other changes the agency becomes aware of, regardless of the source, must be acted on according to normal policy and procedures.

### 616.3 ABLE BODIED ADULTS WITHOUT DEPENDENTS (ABAWD)

Individuals determined to be an ABAWD per B-470 have additional reporting requirements. In addition to meeting the reporting requirements in either A-616.1 or A-616.2 (depending on household type), an ABAWD must report any change in work hours falling below 20 hours per week averaged monthly.

### 617 WHEN TO REPORT

All applicants must provide correct information on their circumstances when completing an Application for Assistance and during the eligibility interview.

Changes must be reported immediately from the date of application up to the date of approval.

After approval, any change in circumstances must be reported no later than the **fifth** of the month following the month the change occurred.

Once an applicant is interviewed, they are not required to report additional changes until after approval. Once approved:

- Reportable changes which occur between the interview and the approval must be reported within 10 days of the approval date.
- Reportable changes occurring after approval notification must be reported within 10 days of the change.

**618 HOW TO REPORT**

Household members or someone acting on their behalf may report changes

- in person;
- by telephone;
- by mail, fax or email; or
- on the Change Report Form 2584;

Applications submitted to the Division are another method of reporting changes. Each application should be evaluated for changes that would affect ongoing benefits for other households, such as a household member moving out of one household into another household.

**619 RECEIPT OF REPORTED CHANGES**

Households who report changes in person should have this information or verification date-stamped by the person who accepts the information. It is the household's responsibility to prove they were in the office, if necessary. Therefore, they should make use of the logs located in all offices. Changes reported by mail or telephone acknowledged by a notice of decision if benefits are affected. **Note:** Receipt of third-party calls or verification reporting changes may also be used. Anonymous calls reporting changes need clarification and/or supporting verification before impacting eligibility/benefits.

**620 APPLICATION OF THE SNAP 10\*10\*13 RULE**

Status Change Reporting Households must report changes in circumstances which affect their benefits while Simplified Reporting Households must only report if their household income exceeds 130% of the poverty level for their household size. The agency's responsibility is to act timely on all changes reported by the customer, or discovered by the agency regardless of what type of reporter the household is. The household has ten (10) days to report, the agency has ten (10) days to act on the change by impacting the benefit and must notify the household of any changes to their benefits by allowing 13-day adverse action (unless adverse action is not applicable or is waivable). **Note:** Intake households must report changes that have occurred from the date of application through the date of interview at the time of the interview.

To meet the advance notice requirements, notice of an action to reduce or terminate benefits must be posted in the computer at least 14 days in advance to ensure the computer-generated notice is mailed on time. If case circumstances require a local notice print, posting can be done on the 13<sup>th</sup> advance notice date. When counting the 13-day advance adverse action notification period, weekends and holidays must be included.

Application of the 10\*10\*13 Rule

**1. HOUSEHOLD RESPONSIBILITY - THE FIRST 10 DAYS**

Certified households must report required changes for their household within **ten days** from the date the change occurs or becomes known to the household.

## 2. AGENCY RESPONSIBILITY - THE SECOND 10 DAYS

Changes resulting in:

- Decreases or terminations:

The agency must act within 10 days of the change report date to affect the benefit change and issue the notice of adverse action.

- Increases:

If the household does not provide sufficient information to verify the increase in benefits, no action will be taken until the information reported is verified. The agency will allow the household 10 days to provide the information. The household must provide the verification within 10 days of the agency's request in *order to be considered timely*.

- Incomplete change reports:

If the household does not provide sufficient information to determine if the change will increase or decrease the benefits, no action will be taken until the information reported is verified. The agency will allow the household 10 days to provide the information. The household must provide the verification within 10 days of the agency's request in *order to be considered timely*.

## 3. AGENCY NOTIFICATION - THE 13-DAY ADVERSE NOTICE PERIOD

When a change results in a **decrease** or **termination**, the household must be sent a 13-day advance notice of adverse action. When counting the 13 days, weekends and holidays must be included; however, if this date falls on a Friday, weekend or holiday, the action must be taken the prior workday. To meet the advance notice requirements, the action to reduce or terminate benefits must be taken (posted) in the computer at least 14 days prior to the last day of the month, to ensure the computer-generated Notice of Adverse Action (NOAA) is mailed on time. If case circumstances require posting as late as the 13<sup>th</sup> day of the adverse action notice period, local print must be done to meet advance notice requirements.

## 4. AGENCY ACTION ON CHANGES

The case manager must act timely on all changes making any necessary benefit adjustments for the appropriate benefit month(s). This includes action on all reported changes as well as changes discovered by the case manager or other staff regardless of the source.

### 620.1 CASE EXAMPLES FOR APPLYING THE 10\*10\*13 RULE (NOT ALL INCLUSIVE)

The following are a few examples to show which benefit month(s) are impacted based on adverse action requirements. The statement of needs status AMPS screen reflects the adverse action date for each month. It is important to check the adverse action date before updating an issuance to ensure the action is taken in the correct footer month, allowing applicable adverse action. See manual section C-260, SNAP Adverse Action Dates.

1. Change decreasing benefits with enough information reported to affect benefits: On May 3<sup>rd</sup>, customer reports her husband has started a job effective May 1<sup>st</sup>, which pays \$6 per hour, and he

will be working 40 hours per week. The SNAP benefits begin on the 1<sup>st</sup> of each month. The case manager issues Form 2429 requesting verification and, because there was enough information reported, calculates the best estimate of the husband's wages and budgets the wages to the SNAP case on May 13<sup>th</sup>. The adverse action period would end on May 31<sup>st</sup> and the first month to be impacted would be June 1<sup>st</sup>.

2. Change reported with insufficient information and customer returns necessary verifications within ten (10) days of report date:

Customer reports a change in residency on April 30<sup>th</sup>. He is unsure what his rent will be but is certain it is less than the \$300 per month he was paying. He thinks he will be responsible for his utilities but is not certain. On May 1<sup>st</sup>, the case manager issues Form 2429 requesting necessary verifications within ten (10) days. On May 11<sup>th</sup>, the customer returns all necessary verifications to support his new rent as \$250 per month, which will include his utility expenses. The case manager has until May 23<sup>rd</sup> to update the SNAP case, and if applicable, the 13-day adverse action period would end on May 31<sup>st</sup>.

3. Change reported with insufficient information and customer returns necessary verifications beyond ten (10) days of original report date:

On November 1<sup>st</sup>, customer reports she has started a new job. Her SNAP benefits are issued on the 1<sup>st</sup> of each month. No information is given regarding rate of pay, hours, start date or employer's name. The case manager issues Form 2429 on November 2<sup>nd</sup> requesting necessary verifications be returned by November 12<sup>th</sup>. She provides the verification on November 12<sup>th</sup>. Because the verification was received timely to the Form 2429 request, but beyond the ten (10) days of the report of change, the case manager should update the SNAP case as soon as possible, but no later than the next month, allowing adverse. Since the customer's benefits begin on the 1<sup>st</sup>, the case manager should update by November 17<sup>th</sup> to allow for adequate adverse to affect the December benefit.

4. Multiple reports of change:

Customer reports a job termination on July 15<sup>th</sup> and provides a statement from his employer to verify this. On July 22<sup>nd</sup>, customer reports he has moved and will be living with his mother at no cost. On July 31<sup>st</sup>, same customer calls to report he has a new job making \$15 per hour working 35 hours per week, has moved again and now resides with his wife and 2 children. He will also be paying child support as a payroll deduction from his new wages.

Each of these changes must be considered separately by the case manager. The case manager has until July 25<sup>th</sup> to update the loss of employment reported on July 15<sup>th</sup> since verification was provided at the time of the report. The case manager has until August 1<sup>st</sup> to act upon the change as reported on July 22<sup>nd</sup> regarding the change of residence. Since the customer reported another change of residence on July 31<sup>st</sup>, the case manager must evaluate the new residential change as well as the additional reported changes in wages, household composition, and child support expenses for necessary verifications and act on this change report before August 9<sup>th</sup>.

**Note:** All changes reported together on July 31<sup>st</sup> must be verified and updated at the same time, not separately. Allow applicable adverse action.

## 623

## QUESTIONABLE INFORMATION AND/OR UNCLEAR CIRCUMSTANCES

If the agency receives questionable information, regardless of the source, a household's circumstances are unclear, or mail is returned (see B-623.1 for returned mail), take the following steps:

1. Send a request for information (RFI) using Form 2429–EE when clarification and/or verification are required to determine continuing eligibility.
2. Allow the household at least ten (10) days to respond to the request for information, clarification and/or verification.
3. If the household fails to respond or does not provide enough information to continue the case, or the resulting verification requires a reduction or termination of benefits, a Notice of Adverse Action (NOAA) **must be mailed at least fourteen (14) days** prior to the effective date of the reduction/termination to meet advance notice requirements, unless circumstances require a local print on the 13<sup>th</sup> day.

If a third party (other than the authorized representative) does not cooperate in providing information or provides incomplete information, DO NOT close the case. Work with the customer and information already on file (includes income) to arrive at a prudent decision or resolution based on the best information available. Document the circumstances in the CLOG.

## 623.1

## RETURNED MAIL

## FOR TANF AND SNAP STATUS CHANGE REPORTERS:

If mail is returned by the U.S. Post Office with an **in state forwarding address**, follow the guidelines in B-623 to request the required verifications.

If mail is returned by the U.S. Post Office with an **out-of-state forwarding address or no forwarding address**, close the case waiving adverse action and mail the notice to the last known address.

If mail is returned by the U.S. Post Office with an **out-of-state forwarding address or no forwarding address**, close the case allowing adverse action and mail the notice to the last known address.

## FOR SIMPLIFIED REPORTING HOUSEHOLDS

If mail is returned by the U.S. Post Office with an **in-state forwarding address**, the case manager will update the customer's address based on the information provided by the U.S. Post Office; no other action is required for this SNAP case. If an **out-of-state address is provided**, close the case allowing adverse action.

If mail is returned by the U.S. Post Office **without a forwarding address**, document the casefile that

mail was returned and address the change at the next recertification. Do not close the case unless information has been received verifying that the customer has applied for SNAP benefits in another state, or an out-of-state address is provided.

**Note:** Use of the individual's EBT card out of state is not verification the customer has abandoned Nevada residency.

## 630 PROCESSING REQUIREMENTS

### 631

## 632 ACTIONS ON CHANGES

Upon receipt of a change report, ensure the following actions are completed:

- Date stamp the reported change or report forms and any verification provided.
- Check inquiry to identify all related cases affected by the change.
- Transfer the information to the correct caseload, if the case is located elsewhere.
- Review the change to determine the effect on the household's benefits.
- Request verification required to update the case based on the reported change. When requested verifications are not provided, terminate assistance allowing for adverse action. If verifications are provided on or before the last day of the month, reinstate assistance.
- Document the reported change; the date the change occurred; and the date the change was reported.
- Calculate a budget (if applicable)
- Notify the household if benefits increase; or if benefits decrease or terminate.

## 634 MASS CHANGES

The state or federal government initiates changes which affect all or a large number of households. Reporting these changes is not required. Mass changes generally occur in:

- the income eligibility standards.



- the shelter and dependent care deductions.
- the Thrifty Food Plan and standard deductions.
- the standard utility allowance (SUA).
- the standard telephone allowance.
- cost-of-living adjustments (COLA) for Social Security, SSI, VA, and other federal benefits;
- TANF grants; and
- other eligibility criteria based on legislative or regulatory actions.

Some mass changes such as deduction amounts, income standards and most TANF amounts are updated automatically and benefits are adjusted effective the date of the change. Cost-of-living-adjustments (COLA) increases to income such as SSA, SSI, VA and other pension amounts are updated manually. Reports are produced at the time of a mass change, indicating households where automated mass changes could not occur and a report of households receiving a type of income subject to a COLA. All these cases require worker intervention and must be updated manually.

Generally, individual notices are produced for automated mass changes whenever a change in the benefit amount occurs.

### 635 CHANGING A SNAP CASE FROM PUBLIC ASSISTANCE (PA) TO NON- ASSISTANCE (NA)

Use the following steps to change a PA case to NA when

- the TANF case or related TANF funded support benefits is terminated (and the household does not meet any other category of expanded categorical eligibility); or
- a household composition change causes a category change.

Step	Action
1	Make the necessary adjustments to the SNAP case, such as household composition, income, deductions, expenses, etc.
2	Change the case categorical status in the computer.
3	If needed, notify the household of any benefit change.

**636 CHANGING A SNAP CASE FROM NA TO PA**

Use the procedures in manual section A-161 to change an NA case to TANF PA when processing joint applications and use the following procedures to change an ongoing NA case to TANF PA.

Step	Action	
1	Make the necessary adjustments to the SNAP case, such as household composition, income, deductions, expenses, etc.	
2	Change the suffix category to categorical eligibility status in the computer.	
3	Send the appropriate customer notice.	
4	<b>If the SNAP certification period expires . . .</b>	<b>Then . . .</b>
	before the month in which the next TANF redetermination is due	<ul style="list-style-type: none"> <li>ensure the household understands it must reapply to receive uninterrupted benefits;</li> <li>process a SNAP recertification when the application is received; and</li> <li>use the SNAP application as a redetermination for the related TANF case.</li> </ul>
	the same month the next TANF redetermination is due or afterwards	<ul style="list-style-type: none"> <li>process a SNAP recertification with the next TANF redetermination;</li> </ul> <p><b>Note:</b> Redetermination periods may be adjusted to align the TANF RD to the SNAP certification period.</p> <p>Use the SNAP Recertification to process a TANF redetermination to align the SNAP and the TANF periods.</p> <p>SNAP certification periods must be determined based on policy in A-1824.</p>

**637 SNAP INCREASES CAUSED BY REDUCED OR TERMINATED TANF**

When TANF cash is reduced as a result of an IPV disqualification, do not increase SNAP benefits. For all other TANF reductions or terminations, increase SNAP benefits with the changed updated TANF amount. Provide supplemental or restored benefits if necessary.

**Example:** The TANF grant of \$468 is reduced to \$400 and the household begins paying rent of \$500 effective May 1, these changes were known to the agency April 28<sup>th</sup>. The SNAP case is not updated until May 3<sup>rd</sup>; therefore, a supplemental benefit is required.

**Example:** The TANF grant of \$468 is reduced to \$400 effective June 1 and the household size increases by two persons. The case is updated on May 12 for the June 1 allotment. No supplemental benefit is necessary.

**Note:** A supplement can only be done if the issuance month being supplemented has not ended. Once the benefit month has ended, the benefits must be restored, see manual section B-800, Restored Benefits.

## 637.1 MEANS-TESTED INCOME PENALTIES RESULTING FROM NONCOOPERATION WITH TANF OR OTHER MEANS-TESTED PROGRAMS

The means-tested penalty can only be applied to the SNAP case if there is:

1. A TANF grant ***already included and budgeted*** on the case and a member is disqualified for an Intentional Program Violation (IPV) for the TANF program or an overpayment is being collected for an IPV which occurred on/or after September 22, 1996.

### Note:

- If TANF benefits are terminated, this income, including the means-tested penalty income, is removed from the SNAP case.
  - TANF-related means-tested income penalties are not applied from state to state.
  - Only Nevada TANF IPV overpayments are evaluated for a means-tested income penalty.
2. Other means-tested income from outside agencies and a reduction in this income occurs due to non-cooperation. The means-tested income penalty is applied to persons disqualified from a household receiving county assistance or Indian General Assistance (IGA) for non-cooperation. However, the individual and assistance must ***already be included and budgeted*** on the SNAP case. Non-cooperation resulting in a reduction of other means-tested income must have occurred on or after September 22, 1996. If the other means-tested income terminates, this income and the penalty amount is removed from the SNAP case.

**Important Note:** SSI is not considered a means-tested program and is no longer included in this section.

To identify and document the amount of the means-tested penalty to budget on the SNAP case:

- determine the total benefit received and already budgeted on the SNAP case;
- identify the disqualification amount (e.g., overpayment amount and/or disqualified person's amount of TANF benefits due to an IPV);
- subtract the disqualification amount from the total benefit to arrive at the benefit amount not penalized.

**Note:** AMPS does not have a special code or tracking method for the means-tested income penalty portion. Case managers **must CLOG** why, when and how much of the penalty was applied.

**Terminated SNAP Case with Means-Tested Penalty:** If SNAP benefits (which includes a means-tested penalty) are terminated and the household reapplies for SNAP benefits ***within sixty (60) days*** after the termination date and the household is still receiving a reduced amount of income from TANF, county assistance or IGA, the means-tested penalty will resume on the SNAP case. If reapplication occurs ***after sixty (60) days***, the means-tested penalty will not be reimposed.

**Pending TANF Application with Approved SNAP:** If the SNAP case is approved before the TANF application and a TANF IPV disqualification is imposed at the time TANF is approved, no means-tested income penalty

is applied. However, once a TANF grant is budgeted on the SNAP case, any subsequent IPV disqualifications will result in application of the means-tested income penalty.

**State Only Cooperation Requirements:** The means-tested income penalty **cannot** be applied due to TANF state only cooperation requirements (e.g., verification not returned, noncooperation with the redetermination process, failed to appear for an interview). State only requirements normally end with a denial or termination of TANF benefits. A TANF IPV disqualification must occur and impact TANF income ***already included and budgeted*** on the SNAP case.

## 638 CHANGES IN PROGRAM ELIGIBILITY STANDARDS

If circumstances change and the household is subject to new TANF income standards or new SNAP income/resource standards, apply the changes:

no later than the month following the month the change was required to be reported.

within 10 days from the date the change is reported allowing adverse action.

## 639 CHANGES FOR JOINTLY PROCESSED SNAP/SSI CASES

Jointly processed SNAP and SSI households have the same reporting requirements as other SNAP households.

## 640 CHANGES AFFECTING BENEFITS

Normal budgeting rules will be applied when determining if augmentation of a previously paid benefit month should be considered due to changes.

## 641 ADDITIONS TO THE HOUSEHOLD

Determine eligibility when a new member must be added. If the new household member is active in another household, do not add them until they are removed from the other household, unless they are a required TANF household member. Underpayments are made to the receiving household and overpayments calculated for the losing household if the member is not added and removed timely.

Simplified Reporting Households are not required to report changes in household composition once the eligibility interview has been conducted. If the agency becomes aware of a change, it must be acted on; accordingly, however, underpayments

and overpayments are not calculated unless the agency did not act on the known change timely.

#### **641.1 ADDING NEW MEMBERS TO TANF CASES**

A new member is added and payment is effective the date they enter the home if the change is reported timely unless they are not a required household member. If they are not required members, they are added and payment is effective the day they meet all eligibility requirements or the 30th day from the date of the request to include them in the household, whichever is sooner.

If a new member is not reported timely and the change results in an underpayment, the effective date of the change is the date on which it is reported by the assistance unit or the date the change is discovered by the Division, regardless of when the change actually occurred.

If information or verification needed to add a required household member is not provided by the date requested, terminate assistance. If the new member is not required, deny their request and continue TANF for the remaining household members.

**Exception:** If necessary, hold the application past the 30th day to allow the household at least 10 days to comply. If the household has not complied by this deadline, take action to terminate the case no earlier than the next workday.

If the addition of a required member reduces benefits, calculate an overpayment beginning the month they entered the household.

#### **641.2 ADDING NEWBORNS TO THE CASE**

If a newborn is reported timely and all eligibility requirements are met, newborns are required members and added to the TANF household effective their date of birth. If a newborn is not reported timely, the effective date of the change is the date it is reported by the assistance unit or the date the change is discovered by the Division. Upon notification of the child's birth, determine which eligibility factors apply

**NOTE:** If the birth occurred prior to the approval date, the newborn is treated as any other member.

**NOTE:** If the customer has not reported the birth of an unborn with a verified estimated due date, pend for verification of birth at the next TANF redetermination. If the customer fails to provide verification, terminate the case.

### **641.3 ADDING MEMBERS TO PA SNAP CASES**

If the change results in an increase in benefits, add the new member effective the next month after the change is reported. If benefits have already been issued for that month, update the case and issue a supplemental payment within ten (10) days from when the change was reported.

**EXAMPLE:** The change is reported on March 25<sup>th</sup>. Add the new member to affect April's issuance. If the case manager is unable to act on the change prior to April's benefits being issued, add the new member to the case and issue a supplemental payment for April's benefits within ten (10) days from the date the change was reported.

The new members' TANF grant may be added to the SNAP case if the issuance has not been paid. However, TANF underpayments and supplemental payments are lump sum payments and counted as a resource except when the TANF payment covers a portion of an issuance month not yet paid and the underpayments will be received during the issuance month.

#### **NOTES:**

- Add the new member to the SNAP household only if information to process the SNAP change is provided, but do not add the new person to the TANF case without obtaining verification required by that program.
- Children visiting or fulfilling court-ordered visitation privileges on an irregular basis or spend the summer months or other holidays with the SNAP household are not required to be included in the household. These children are not considered to be residing in the household on a permanent basis. However, these children may, be included in the SNAP household for the time they are visiting if they are not currently receiving benefits in another household.
- In shared/joint physical custody situations (court ordered or otherwise) where the children reside with both parties, going back and forth between parents or other relatives (this could also be a shared relative and parent custody issue), determine who has the children at the time of the SNAP application.

If the other parent is not receiving SNAP benefits, the parent making the current SNAP application must include or add the children to their household. Once the case is approved, or the children are added to an existing case, eligibility continues until recertification, or the children are reported out of the home. These households are simplified reporting households and are not required to report the child entering or leaving the household until recertification.

**For example:** If the mother applies and has the dependent children in her physical custody and the father is not on SNAP, the case is processed or updated with the children included. The children can go back and forth to the father's home, and this will not cause ineligibility.

Verify if the other parent is contributing any cash or support for the children included in the SNAP household. If yes, budget the income.

Court-ordered custody, child support, cash contribution and residency may be verified by (not all inclusive):

- Court orders for custody/child support.
  - Landlord/customer statements.
  - School records.
  - Cash contribution statement/Form 2506.
  - Investigations and Recovery evidence/home visits.
- If the other custodial party (parent/relative) has already included the children on a current application or are currently receiving SNAP benefits for the children, the children continue to be included in that SNAP household.
  - If both parents, in a shared/joint custody situation apply for SNAP benefits on the same date, only one parent is entitled to include the children. If the parents will not make a choice or agree to allow the other one to apply for the children, the children will be excluded from both households. The case manager must document the circumstances to support the decision to exclude the children. In shared/joint custody situations, where the parties are unsure as to who should include the children, a determination will be made regarding the primary caregiver, where the children customarily take their meals and, if applicable, who is ordered to pay support for the dependent children. If the parents apply on a different date, whoever applied first is the household to include the children.

#### **641.4 ADDING MEMBERS TO NA SNAP HOUSEHOLDS**

If the household reports a change timely and provides verification, it must be acted on within 10 days. Add the new member to the SNAP household effective the next month after the change was reported if the change increases the benefit, or the next appropriate month, allowing adverse action, if adding that individual would reduce or terminate the SNAP benefits.

If the household reports a change timely or untimely but delays providing verification, terminate the SNAP benefits allowing adverse. If the verification is provided prior to the effective date of the termination, reinstate the case and add the new member. DO NOT add the new member until the next month after verification is received.

##### **641.4.1 HOUSEHOLD CHANGES AFFECTING PENDING SNAP APPLICATIONS**

If the household reports a new household member prior to approval of a pending application, the new member is added back to the effective date of the application. This member's needs, income and resources will be counted for the same period.

If a member of the household moves out of the household prior to the benefits being approved, do not consider the member's needs, income or resources.

**641.5 ADDING MANDATORY OR  
NON-MANDATORY MEMBERS**

Step	Action	
1	Has the household provided all information or required verifications?	<b>Yes:</b> Add the member to the case.
		<b>No:</b> Go to Step 2.
2	Is the information or required verification available?	<b>Yes:</b> Go to Step 3.
		<b>No:</b> Deny the addition (non-required members) or terminate assistance (required members).
3	Is the information or required verification a legal requirement (such as citizenship)?	<b>Yes:</b> Deny or terminate.
		<b>No:</b> Go to Step 4.
4	Is the household addition a mandatory member?	<b>Yes:</b> Terminate the entire case.
		<b>No:</b> Deny the addition.

**641.6 ADDING DISQUALIFIED  
MEMBERS**

If the member being added was disqualified for. . .	add the member effective the month. . .
intentional program violation	After the disqualification ends (see manual section B-422)
SSN or citizenship	After the disqualification/voluntary exclusion ends. If applicable, discontinue prorating the income the same issuance month the disqualified voluntarily excluded member is added.

For Employment and Training services, see manual sections A-861 or A-862.

**641.7 CHANGE IN CAREGIVERS**

When a change in caregivers occurs, terminate current assistance no later than the month following the month the change is required to be reported (see manual section B-617). **Example:** A change occurs in January must be reported by the 5<sup>th</sup> of February. Current case terminates March 1<sup>st</sup>. If a change is reported earlier, the current case may terminate sooner allowing for adverse action. A new caregiver must provide an application and comply with eligibility requirements (see manual

**B-641.5  
CHANGES  
ADDING MANDATORY OR NON-MANDATORY  
MEMBERS**



section B-113 for benefit effective date). Eligibility for cash benefits will not begin until the month after the month the children received the benefits in the original case due to no eligible children. Cash benefits cannot be duplicated in two households, although the new caregiver may be eligible for Medicaid.

#### **PARENT TO NNRC**

Example 1: Parent no longer resides with child(ren) as of January 14th. On January 15th, relative caregiver applies for assistance. Parent's case is terminated February 1st. The relative caregiver would not be eligible to receive cash assistance for these children until February 1st.

Example 2: Parent no longer resides with child(ren) as of January 14th. Change is reported on February 2nd. Parent's case is terminated March 1st. Relative caregiver applies for assistance on February 28th. The relative caregiver would not be eligible to receive cash assistance for these children until March 1st.

#### **NNRC TO PARENT**

Example 1: Parent returns to child(ren) as of January 14th and applies for assistance. NNRC case is terminated February 1st. The parent would be ineligible for TANF due to no eligible children until February 1st.

Example 2: Parent resides with child(ren) as of January 14th. Change is reported on February 2nd. NNRC case is terminated March 1st. The parent would be ineligible for TANF, due to no eligible children until March 1st.

**Exception:** If the child lives with a natural/adoptive parent and a relative who has a court order declaring the parent mentally or physically incompetent to care for the child, the relative guardian may apply for assistance as a needy or non-needy relative caregiver. The natural/adoptive parent is included for assistance. See manual section A-330.

**NNRC TO NEEDY RELATIVE CAREGIVER**

When a NNRC requests to become a needy relative caregiver, deny the request for months already issued as NNRC as the children for whom the caregiver is applying were previously determined eligible and received assistance under NNRC. Needy relative caregiver assistance would be effective with months not already issued under NNRC.

**642 CHANGES INCREASING BENEFITS (OTHER THAN ADDITIONS TO THE HOUSEHOLD)**

Determine the effective date of the increase in benefits by

- evaluating the date of change; and
- allowing the household 10 days to provide verification before updating the case.
- evaluating the change.
- acting on the change within 10 days; and
- increasing benefits the next month after the change is reported.

If the change is not acted on before the benefit increase is effective, supplemental benefits must be issued.

**642.1 TIMELY REPORTING**

The first month which must be affected by a change of circumstance is

- the second month following the month the change occurred.

**Note:** A change of circumstances is ALWAYS acted on as soon as administratively possible.

**Exception:** Intake applicants MUST report all changes up to and including the day of approval.

When a change is reported and verified timely, increase benefits effective the next month after the change is **reported**.

**Note:** If the case manager cannot act on the increase before it is to be effective, supplemental benefits must be issued prior to the end of the affected month.

**642.2 UNTIMELY REPORTS OR VERIFICATIONS**

Recalculate the grant to determine any underpayment(s)/overpayment(s).

For all underpayments, the effective date of the change is the date it is reported by the assistance unit or the date the change is discovered by Division, regardless of when the change occurred.

If a change is reported untimely and verification is received timely or untimely, increase benefits effective the issuance month after verification is **received**.

If the household fails to provide verification of a reported change by the required date:

- **Terminate** assistance allowing adverse action notifications.

**Notes:**

- When information essential to determine eligibility is requested and not provided, deny or terminate the case.
- Failure of a SNAP household to provide information for another program does not automatically cause a reduction or termination of SNAP benefits. The requested information for another program **MUST** be shown to be essential and needed for the SNAP case before action can be taken to reduce or terminate benefits.

**643 CHANGES DECREASING BENEFITS**

Determine the effective dates of changes that decrease benefits by applying adverse action. Act on the change within 10 days after the change is reported and notify the household allowing at least 13 days prior to the effective date.

If the change permitted the household to receive benefits they were not entitled to, calculate an overpayment as required under manual section F-130 for Status Change Reporters.

If the household is a Simplified Reporting household, calculate an overpayment for unreported changes or changes reported untimely only if the change resulted in an increase in income

which exceeded 130% of the poverty level for their household size.

**NOTE:** Categorically eligible households that are Simplified Reporters who have income below 200% of poverty but exceeding 130% of poverty at approval are required to report changes in income exceeding 200% of poverty.

For reported changes or changes the agency became aware of that were not acted on timely by the case manager, evaluate the change to determine if the customer received benefits which they were not entitled to. If so, calculate an overpayment starting from the date the case manager should have acted on the change (not from when the change occurred) and designate it as an agency error.

#### 643.1 COMPLETE REPORTS OF CHANGE

If the household reports a change and the information reduces or terminates benefits, act on the change **whether or not it is verified**. The change is effective the first benefit month following the 13-day adverse action notice. **Exception:** Adverse action may be waived in accordance with manual section A-1843.

##### **BENEFIT DECREASE - ADVERSE ACTION NOT REQUIRED:**

When the household reports a change in writing and includes all written information necessary to update the case, act on the change within 10 days. The deadline to update the case is 10 days after the change is reported, or the next allotment after the change is reported, whichever is later. No adverse action is required.

**Note:** If the next allotment is due within 10 days, no adjustment is needed; however, if time permits, the allotment is updated.

#### 643.2 INCOMPLETE CHANGE REPORT

If a change is reported without verification or sufficient information, allow the household 10 days to provide the needed information by requesting it on Form 2429. The day after the request date is the first day of the 10-day period. If the verification is not provided:

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**TANF TANF TANF TANF TANF TANF**

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- Terminate assistance.

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**SNAP SNAP SNAP SNAP SNAP SNAP**

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- If the information clearly makes the household ineligible, terminate assistance.
- If verification is not provided and it is impossible to take action without verification and the household fails to provide it, benefits are terminated.

**PA SNAP** – if applicable, remove the TANF grant from the snap budget the day following expiration of TANF adverse action notice. Change the case to **non-categorically eligible** SNAP status, if the household does not meet any other expanded categorical eligibility and follow the non-assistance policy above.

**EXCEPTION:** Victims of Domestic Violence approved for fictitious address through Nevada Division of Child & Family Services the Confidential Address Program (CAP) – must be allowed 17 days to provide verifications (Insufficient Information Request Form 2429) due to mail forwarding. Follow adverse action and processing time frames.

**644 REPORTED CHANGES – SNAP BUDGETABLE EXPENSES**

**Pending SNAP Households** – When an applicant reports a deductible expense on a new application determine if that expense must be verified prior to allowing the expense. For medical, childcare and child support expenses the worker must request verification of the expense at the time of application. If the applicant fails to verify the expense, the case is approved without the deductible expense. Reported shelter expenses such as mortgage, rent, and utilities will be allowed without additional verification unless questionable.

**Ongoing SNAP Households** – For ongoing cases, when a household reports a change in deductible expenses, determine if that expense must be verified prior to allowing the expense. For medical, childcare and child support expenses the worker must request verification of the expense at the time of the report of change. If the household fails to verify the expense, the expense is not allowed. If the household reports a change in shelter expenses such as mortgage, rent or

utilities the expense will be automatically allowed without additional verification, unless questionable.

## 650 FORMS USED IN PROCESSING CHANGES (not all inclusive)

### FORM 2429, INSUFFICIENT INFORMATION REQUEST

- Used to request additional information to determine eligibility when it was not provided with a reported change.
- Request information within 10 days of the reported change and allow 10 days for information to be provided.

**EXCEPTION:** Victims of Domestic Violence approved for fictitious address through the **DCFS CAP program** must be allowed 17 days to provide verifications (Insufficient Information Request Form 2429) due to mail forwarding. Follow adverse action and processing time frames.

### NOTICE OF DECISION

- Automatically produced and used to notify the household of an increase, reduction or termination in benefits.

### FORM 2584, CHANGE REPORT

- Form 2584 is date-stamped when received as proof of the date of a reported change.