

Division of Family and Children
Services

SNAP Policy Manual

2025-01-17

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Georgia Division of Family and Children Services
SNAP Policy Manual

The SNAP Policy Manual hosted on PAMMS.

PAMMS is the Policy and Manual Management System of the [Georgia Department of Human Services \(DHS\)](#). It serves as a centralized electronic warehouse of the policies and manuals for the programs and services provided by the DHS.


Use the arrow icon to the left of the SNAP Policy Manual title to locate policies and forms specific to SNAP. These can be collapsed and un-collapsed to navigate each policy chapter.

You can also search for a policy or manual using the search box located in the top navigation bar.

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3000 General Program Overview

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|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | General Program Overview | |
| | Effective Date: | September 2019 | |
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Requirements


The General Program Chapter contains policy on topics that are related to or associated with the Food Stamp Program. Title IV of the 2008 Farm Bill renames the Food Stamp Program as the Supplemental Nutrition Assistance Program (SNAP). The purpose of the SNAP program is to promote the well-being of Georgia’s population by raising the level of nutrition among low-income assistance units. The SNAP program provides monthly benefits to low-income families to help pay the cost of food. The Department of Human Services (DHS), Division of Family and Children Services through the local County Department of Family and Children Services (DFCS) is responsible for administering the SNAP program in Georgia.

Basic Considerations

The following topics, identified in bold, are included in this chapter:

- The Section on **Confidentiality** provides policy based on laws that govern the AU’s right to keep knowledge of case information limited to certain individuals.
- Effective January 1995, county DFCS workers were mandated by law to allow AUs an opportunity to make application to register to vote. **Voter Registration** provides procedures that are to be in place in the county DFCS offices.
- **Mandated Reporting of Child Abuse and Neglect** explains the requirement and process of agency employees to report suspected child abuse.
- **Americans with Disabilities Act** states that specified individuals cannot be discriminated against but must be provided with opportunities equal to persons without disabilities in accessing government programs, public services and employment.
- **Title VI**
- The **Verification** Section provides methods to use to meet the verification requirements when determining eligibility.

3005 Confidentiality

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|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
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Requirements

Information concerning food stamp (FS) applicants or recipients (A/R) is restricted to purposes directly connected to the administration of the Food Stamp Program.

Basic Considerations

The state statute that provides the legal basis for safeguarding the confidentiality of assistance-related information is the Official Code of Georgia Annotated 49-4-14. This statute restricts the use or disclosure of information concerning applicants for or recipients of public assistance to purposes directly connected to the administration of public assistance.

In addition, various Federal regulations specifically forbid the release of Food Stamp Program (FSP) information to unauthorized persons or agency representatives.

All case record material is confidential, including names and addresses of applicants and recipients (A/R), as well as the types and amounts of benefits provided.

Interviews should be conducted in a confidential setting.

Records, information and communication of the Division, including county Departments of Family and Children Services, that identify applicants for, or recipients of the FSP are confidential and are not considered public records.

Release of Information Without the Consent of the Applicant/Recipient

The disclosure of information concerning applicants and recipients is limited to purposes directly connected with the administration of the FSP Division, and to the administration of other federal assistance programs and federally assisted state programs which provide assistance on a means-tested basis to low-income individuals. Assistance includes cash, in-kind payments, and services. These programs include TANF, Child Support, IV-E Foster Care, Adoption Assistance, SSI, Medicaid, Office of Inspector General-Benefits Recovery Unit, Human Services, Social Security Administration, IEVS, and the General Office of the U.S. Such purposes include the establishment of eligibility, determining the amount of benefits and providing services to applicants and recipients. Information used solely for these purposes can be released without the consent of the applicant or recipient.

Confidential information can also be released without the consent of the A/R in the following situations:

1. To authorized persons conducting an investigation, prosecution, or criminal proceeding in connection with the administration of any of the programs listed above. Such investigations

include, but are not limited to, audits, quality control reviews, and fraud investigations.

2. To authorized persons for research purposes if the research findings will be useful in the administration of any of the programs listed above. This decision must be made by the Division Director, Section Director, Field Director or County Director. A researcher who wishes to collect information directly from an A/R must be authorized by the Division Director and must comply with DHS policy concerning confidentiality and access to records.
3. During an emergency in which previous attempts to obtain the A/R's consent have been unsuccessful, and it is the judgment of the Division Director, Section Director, Field Director or County Director that the release of information is necessary to prevent loss of life or a risk to life or health. Notification must be sent immediately to the last known address of the A/R when information is released in such a situation.
4. Confidential information may be disclosed to other divisions within the Department of Human Services, including county departments, or to staff of federal or federally funded programs that provide financial assistance or services to the A/R if the information is to be used for the purpose of service delivery or program administration. A/Rs should be informed about policy concerning the exchange of information between service providers.
5. The current address of a FS recipient who is a fleeing felon or parole violator to avoid prosecution, custody or confinement for a felony may be disclosed to a law enforcement officer if the officer provides the A/R's name and Social Security number to the agency and if the officer demonstrates to the satisfaction of the agency that the A/R is a fleeing felon or parole violator.

The case record must be clearly documented regarding the evidence presented, including the name of the law enforcement official to whom the information was given.

The release of confidential A/R information in any of the aforementioned situations is restricted to persons or agency representatives who are subject to standards of confidentiality comparable to those employed by the GA DHS.

Certain information in an A/R's case record may have come from another office or agency and may be marked as prohibited from release without the A/R's written consent, e.g., confidential medical information. Such information can only be released to the A/R, the A/R's legal representative, or the court. Any other request for the document must be made to the office or agency that was the source of the document.

Information about FS applicants and recipients may be provided to a committee or legislative body without the A/R's written consent if it can be verified that the information is needed for any of the aforementioned reasons. If it cannot be shown that the request meets any of these criteria, the requested information cannot be provided to a committee or legislative body.

Release of Information to an Applicant/Recipient

If requested, the case record must be made available for examination by the A/R and/or the A/R's legal representative. Material presented at a hearing that constitutes the basis for a decision must be made available to the A/R and/or the A/R's legal representative. Refer to [Appendix B Hearings](#), for policy regarding release of case information for hearings.

Medical information marked "confidential" by a physician or mental health professional may be withheld from the A/R if it is believed that release of the information could be harmful to the A/R. If

the A/R requests information that cannot be released, the A/R should be referred to the health professional, who provided the information and determined that it needed to remain confidential.

Information regarding a pending criminal prosecution cannot be released to the A/R. The state agency may withhold confidential information, such as the names of individuals who have disclosed information about the AU without the AU's knowledge.

Information obtained from/through an IRS/BEER match or IRS cannot be released to the A/R.

When an A/R's request to examine information in his/her own case record is denied, the reason for denial and any plan for subsequent action must be documented.

Any identifying A/R information requested for a purpose not described above can only be released with the A/R's written consent.

Other Requests for Information

Whenever a request for information is received from a source not mentioned in this section, the A/R's written permission must be obtained prior to the information's release. A signed authorization from the A/R entitles the person requesting the information to all relevant information in the case record described or encompassed in the A/R's authorization. The authorization expires after 90 days unless the A/R specifies a shorter authorization period.

If an A/R is a minor or mentally incompetent, any authorization for release must be signed by the A/R's parent, guardian, legally responsible agent, or a person authorized by the A/R's legally responsible agent to act on behalf of the A/R. If the A/R is incapable of signing such an authorization, the authorization must be signed either by the A/R's legally responsible agent or a person with the written permission of the A/R or the A/R's legally responsible agent to act in the A/R's behalf.

The same policies already described in this section also apply to requests for information received from other government agencies, the courts, or law enforcement officials outside of the program areas described above.

When an A/R or legal representative requests information from or inspection of the case record, the request should be made in advance of the time by which the information is needed. The agency shall cooperate by establishing a time and place convenient for the A/R or the A/R's legal representative for receipt of the information or inspection of the case record.

Economic Support Services (ESS) staff can release information only in compliance with the aforementioned guidelines.

A staff person must consult with his/her immediate supervisor should there be any question regarding the propriety of releasing a piece of information.

Any person violating this law shall be guilty of a misdemeanor.

General Information

General information that is not identified with an individual does not need to be safeguarded. Such information may be released upon request. Examples include statistical information of the numbers of FS recipients, total expenditures of FS funds, or system-derived social data.

DFCS may charge for copies of case record material.


Employee Cases

An employee may be eligible for certain public assistance benefits. Employees who apply for or are receiving benefits as a member of a household must notify their supervisor. All employees' cases must be handled by a supervisor or supervisor designee. Each county should develop a plan for limited access to these cases by other staff members and the employee himself. The Regional Manager must approve the plan for handling employee cases and is to be notified of any employee receiving benefits.

Employees should not handle relatives or personal friend's applications or cases and should notify his/her supervisor when such situations occur. Employees should not be authorized representatives unless approved by the Regional Manager.

The employee/client must comply with all requirements of the program in which he or she is participating including the prompt and accurate reporting of all changes in income or household circumstances, as required by simplified reporting requirements (SRR). If an employee takes action on or views the case of another employee, a relative or an individual of personal interest, he may be subject to disciplinary action and/or prosecution for a second or third degree felony.

3010 Voter Registration

| | | | | |
|---|--|--------------------|-----------------------------------|--|
|  | Georgia Division of Family and Children Services National Voter Registration Act (NVRA) Policy Manual | | | |
| | Policy Title: | Voter Registration | | |
| | Chapter: | 3400 | Effective Date: | February 2022 |
| | Policy Number: | 3402 | Previous Policy Number(s): | FS Policy 3010, MA Policy 2980, TANF Policy 1008 |

Background

Congress enacted the National Voter Registration Act of 1993 (NVRA), which established requirements designed to afford individuals who apply for and receive public assistance an opportunity to register to vote at the point of application, recertification/renewal, change of address, and upon request by a customer who wants to register to vote. 52 U.S.C. § 20501 et seq. (Also, see the section of Georgia's law on the "Registration of Voters" found at O.C.G.A. § 21-2-222).

Requirements

Consistent with the NVRA and Georgia law, the Department of Human Services (DHS), Division of Family and Children Services (DFCS) staff and its' providers are required to distribute to Food Stamp (FS), Medicaid (MA), and Temporary Assistance for Needy Families (TANF) customers the following documents – at application, recertification/renewal, and when a change of address is reported:

1. a Voter Registration Application form; and

2. the Voter Registration Information (formerly called the Declaration Statement), which states the following:

“If you are not registered to vote where you live now, would you like to apply to register to vote here today?

Yes

No

I do not want to answer the Voter Registration question

Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency. If you would like help in filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private. If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party or other political preference, you may file a complaint with the Secretary of State at: 2 Martin Luther King Jr. Drive, Suite 802, West Tower, Atlanta, GA 30334 or by calling 404-656-2871. IF YOU DO NOT CHECK EITHER BOX, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME.

A copy of the Georgia Voter Registration application is included with DFCS applications, renewals, and change of address forms. You can also request a Voter Registration application from your caseworker. If you complete a Voter Registration application, submit it to the Georgia Secretary of State’s Office following the instructions provided on the Voter Registration application.”

Procedures

The following forms were updated to incorporate the Voter Registration Information within the form itself. **Prior versions of the forms should be disposed of and replaced with the most current versions:**

- Form 297 (Application for Benefits) (**version 9/20 or later**);
- Form 298 (Application for Senior SNAP) (**version 7/21 or later**);
- Form 508 (Food Stamp/Medicaid/TANF Renewal Form) (**version 9/20 or later**);
- Form 846 (Change Report Form) (**version 7/21 or later**);
- Form 94 (Medicaid-only Application) (**version 1/22 or later**);
- Form 94A (Medicaid Streamlined Application) (**version 1/22 or later**); and
- Form 700 (Application for Medicaid and Medicare Savings for Qualified Beneficiaries) (**version 1/22 or later**).

When providing customers with the forms listed above, please ensure that a “STATE OF GEORGIA APPLICATION FOR VOTER REGISTRATION” is attached.



The NVRA packet [i.e., the NVRA cover letter and Declaration Statement] should no longer be provided separately with the forms referenced above, since the Voter Registration Information is now incorporated within these forms.

Workers must read the Voter Registration Information, as it appears in Gateway, when completing an application, renewal/recertification, or change of address (for example, when completing a telephonic application). If the interaction involves a change of address, then the worker must ask the Voter Registration Information to any applicant or recipient who is of the legal voting age, and is either on the telephone or in-person, for that individual to answer on his/her own behalf.

Upon receiving a returned Voter Registration Information page **or** any version of a completed paper application, renewal, or change report form, locate the customer's response provided to the question: "If you are not registered to vote where you live now, would you like to apply to register to vote here today?" (*Note: This question is a part of the Voter Registration Information section*). Caseworkers are required to document each customer's response to the Voter Registration Information section on the appropriate screens in the Gateway worker portal.


The DFCS NVRA Coordinator at the State Office will be responsible for maintaining and transmitting a monthly report to the Georgia Secretary of State's Office, which will provide customer responses to the Voter Registration Information captured in Gateway. The monthly report will be maintained by the DFCS NVRA Coordinator for at least 24-months.

VOTER REGISTRATION APPLICATIONS: County DFCS staff must advise customers who want to submit a Voter Registration Application to complete and transmit the application to the Georgia Secretary of State's Office using the instructions provided on the Voter Registration Application.

At any time, upon request, county DFCS staff must provide customers a Voter Registration Application and assist customers with completing and mailing the Voter Registration Application. If customers ask that DFCS staff mail the Voter Registration Application for them (or if we otherwise receive a Voter Registration Application via fax, mail, or drop box), staff must mail the customer's Voter Registration Application to the Georgia Secretary of State's Office, upon receipt, using the instructions found on the Voter Registration Application.

DFCS STAFF SHALL NOT:

- seek to influence or discourage a customer's political preference or party registration
- display any such political preference or party allegiance
- make any statement to an applicant or take any action to discourage the customer from registering to vote
- make any statement to a customer or take any action that the customer's decision to register or not to register has any bearing on the customer's application for or receipt of public assistance benefits
- hold completed voter registration applications

 Upon receipt, staff must mail completed Voter Registration Applications using the self-addressed stamped envelope provided with the Voter Registration Application.

Additional Voter Registration Information for Customers


Register Online: To apply to register to vote where you live now, visit sos.ga.gov.

Print an application: You may print an application by visiting sos.ga.gov.

If you want a Georgia Voter Registration application mailed to you, you may call the Georgia Secretary of State's office at 404-656-2871, call DFCS' Customer Contact Center at 877- 423-4746, or visit sos.ga.gov.

Voter Registration Application


Each office should keep a two-week supply of Voter Registration Applications. The Voter Registration Applications can be downloaded from the Secretary of State by visiting sos.ga.gov.

 DFCS staff shall not alter Voter Registration Applications in any way. Voter Registration Applications must be provided to DFCS customers in the same format as provided by the Georgia Secretary of State's Office.

Confidential Information and Records

Information and records that are considered confidential for Voter Registration purposes:

- Identifying information and records about a public assistance applicant or recipient, including but not limited to: the individual's name, date of birth, address, telephone number, Social Security Number, driver's license or state identification, driver's license number and customer case files.
- A customer's response to the Voter Registration Information section, which is a document included within the customer's case file.

 All confidentiality laws, rules, and policies that involve public assistance applicant and recipient information and records also apply to Voter Registration information and records that are maintained by DHS/DFCS.


Getting Help

Please contact the Georgia Secretary of State Office for assistance:

Secretary of State Elections Division
2 Martin Luther King Jr. Drive
Suite 802 West Tower
Atlanta, Georgia 30334
Email: gaelections@sos.ga.gov

Inquiries regarding the status of a Voter Registration Application should be directed to the Georgia Secretary of State Office. Additional voter registration information can be obtained by visiting the Secretary of State Elections Division at: www.sos.ga.gov.

3020 Mandated Reporting of Child Abuse or Neglect

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|---|--|--|--|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | | |
| | Policy Title: | | Mandated Reporting of Child Abuse or Neglect | | |
| | Effective Date: | | September 2019 | | |
| | Chapter: | | 3000 | Policy Number: | 3020 |
| | Previous Policy Number(s): | | MT-1 | Updated or Reviewed in MT: | MT-55 |

Requirements

All DFCS employees are required by law to report child maltreatment or suspected abuse.

Basic Considerations

Even though your contact with an assistance unit or family may be limited to short office visits and telephone calls, you could observe or receive information that warrants a referral to Child Protective Services (CPS).

The Official Georgia Code Section 19-7-5 updated through the 2000 Session of the General Assembly provides that cases of child maltreatment or suspected abuse be reported to Child Protective Services.

Any suspected abuse or neglect must be reported.

Your responsibility is to report anything that you suspect is abuse. This includes but is not limited to the following:

- observing physical signs (ex., bruises, black eye) on a child during an interview,
- observing abusive action during the interview or conversation,
- someone discloses information during the interview,
- someone discloses information during a telephone call,
- abusive actions imposed on a child observed during an interview or while a child is in the office.


If in doubt, report the abuse or neglect. Always err on the side of the child's safety. CPS screens reports of abuse or neglect and determines whether to open an investigation.

Reports of abuse or neglect are made via a telephone call to CPS and followed up in writing as soon as possible. Form 713 - Interagency/Interoffice Referral and Follow-up, may be used to report abuse or neglect, in writing.

If someone tells you of child abuse during the interview or in a telephone call, connect them with the appropriate county's CPS intake unit at that time if possible. It is always best for the CPS worker to talk with the person who has the most knowledge. If you suspect the abuse, you need to call CPS. Always follow up in either situation in writing and keep a copy of the documentation for your record.

Include as much information as possible in the referral to CPS. Attempt to obtain the following information:

- child's name, age and address (current location, if different from the address),
- parent's/guardian's name, address and telephone number,
- reason for the referral (observations or information disclosed),
- reporter's name, address, telephone number and relationship to the problem.

 The individual, who discloses the information that warrants the referral, has the right to remain anonymous. Note that on the referral if the request is made.

The Office of the Child Advocate was created with the passage of House Bill 1422 which was signed into law on April 6, 2000. The Office of Child Advocate was created to promote and to enhance the State's existing protective service system and to ensure that children are secure and free from abuse and neglect.

The three primary functions of the Office are as follows:

- Through investigation, to provide independent oversight of those responsible for providing services to children who are victims of abuse and neglect in order to ensure that the best interests of children are met;
- Through advocacy, to seek needed changes in the laws affecting children and promote positive revisions in the system's policies and procedures; and
- Through education, to promote better training of caseworkers and service providers and more awareness about the issues surrounding the protective services system.

Staff is expected to fully cooperate with investigations and inquiries from the Office of the Child Advocate. This includes providing prompt and comprehensive answers to questions raised, as well as requests for information or case record material. Staff is expected to be familiar with the existence and role of the Office, and to respond appropriately and professionally when contacted by any member of the Office of the Child Advocate.

If you are contacted by the Office of the Child Advocate about a case, notify the DFCS Legal Services Office but do not delay cooperation to pending notification of Legal Services.

Procedures

Take the following steps to make a CPS referral:


- Step 1** Call the appropriate county's child protection staff (CPS).
- Step 2** Document the call and your conversation with CPS in case notes in the Gateway system or in a separate case record.
- Step 3** Connect the individual, who is reporting the abuse or neglect to the appropriate county's intake unit at the time the abuse is reported, if possible.

- Step 4** Document your actions taken to connect the reporter of the abuse or neglect to CPS in case notes in the Gateway system or in a separate file.
- Step 5** Complete a referral with the information listed under Basic Considerations in the section. Send or route the referral to CPS.
- Step 6** Maintain a copy of the referral in the Document Imaging System (DIS) in Gateway.



If the reporter of the abuse or neglect wants to remain anonymous, remove the referral from the file if the AU reviews the file.

3025 Americans with Disabilities Act (ADA) and Section 504

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|---|--|---|-----------------------------------|--|
|  | Georgia Division of Family and Children Services Civil Rights Policy Manual | | | |
| | Policy Title: | Americans with Disabilities Act and Section 504 of the Rehabilitation Act | | |
| | Chapter: | 3600 | Effective Date: | December 4, 2020 |
| | Policy Number: | 3601 | Previous Policy Number(s): | FS Policy 3025, MA Policy 2020, TANF Policy 1004 |

Policy

No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the Division of Family and Children Services (DFCS).

Scope

This policy of non-discrimination is equally applicable to DFCS and Georgia Department of Human Services staff, including volunteers and interns, and its subrecipients, contractors, grantees, agents, and providers of services (“Providers”), who assist with or administer programs, services, and activities that fall under DFCS' Office of Family Independence (OFI). This policy is not applicable to child welfare and employment matters.

Requirements

DFCS must:

- Make reasonable modifications in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability, unless it is demonstrated that making the modification would fundamentally alter the nature of the service, program, or activity or would result in undue financial and administrative burdens;
- Provide public notices regarding the right of qualified individuals with disabilities to make a request for reasonable modifications and auxiliary aids and services;

- Provide equally effective communication with primary consideration given to the person with a disability by considering the nature, length, complexity, and context of the communication and the person’s normal method(s) of communication; and,
- Administer services, programs, and activities in the most integrated setting appropriate to the needs of qualified individuals with disabilities.

Authorities/References (This list is not exhaustive)

- Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794; 7 C.F.R. §§ 15b et seq. [USDA], 45 C.F.R. §§ 84.1 et seq. [HHS]
- Title II of the Americans with Disabilities Act of 1990 (“ADA”) as amended by the ADA Amendments Act of 2008, 42 U.S.C. §§ 12131 et seq., 28 C.F.R. §§ 35.101 et seq. [DOJ]
- Title III of the ADA as amended by the ADA Amendments Act of 2008, 42 U.S.C. §§ 12181 et seq., 42 U.S.C. §12205a; 28 C.F.R. §§ 36.101 et seq. [DOJ]) (as applicable)
- Section 11(c) of the Food and Nutrition Act of 2008, as amended, 7 U.S.C. § 2020(c) [USDA]
- R.H. et al. v. Rawlings et al., CAFN: 1:17-CV-01434-TWT (N.D. Ga. 2019) (Consent Order, filed on June 4, 2019)
- FNS Nondiscrimination Compliance, 7 C.F.R § 247.4(c)(6), 7 C.F.R § 251.10(c), and 7 C.F.R. § 272.6
- FNS Instruction 113-1: Civil Rights Compliance and Enforcement – Nutrition Programs and Activities and its Appendix A and Appendix C

Definitions



Some of the definitions below are available at ADA.gov and are derived from the ADA, the Rehabilitation Act, and implementing regulations.

Auxiliary Aids and Services - Includes but is not limited to: qualified sign language interpreters, telephone handset amplifiers, assistive listening devices, closed caption decoders, real time captioning, TTY/TTD relay services for deaf and hard-of-hearing, screen reader software, Braille Embossers, text to Braille converter, large print materials, alternative keyboards for individual who are blind and have low vision.

Companion - any family member, friend, or associate of a person seeking or receiving an entity’s goods or services who is an appropriate person with whom the entity should communicate.

Disability - means, with respect to an individual: (i) A [physical or mental impairment](#) that [substantially limits](#) one or more of the [major life activities](#) of such individual; (ii) A record of such an impairment; or (iii) Being regarded as having such an impairment as described in [paragraph \(f\)](#) of this section.

Mobility Aids and Other Power-Driven Mobility Devices - any mobility device powered by batteries, fuel, or other engines... that is used by individuals with mobility disabilities for the purpose of locomotion, including golf cars, electronic personal assistance mobility devices... such as the Segway® PT, or any mobility device designed to operate in areas without defined pedestrian routes, but that is not a wheelchair.


Qualified Individual with a Disability - An individual with a disability who, with or without rea-

sonable modifications to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the Department.

Qualified Interpreter - An interpreter who, via a [video remote interpreting \(VRI\) service](#) or an on-site appearance, is able to interpret effectively, accurately, and impartially, **both** receptively and expressively, using any necessary specialized vocabulary. Qualified interpreters include, for example, sign language interpreters, oral transliterators, and cued-language transliterators.

Reasonable Modification - Modifications to rules, policies, practices, or procedures, the removal of architectural, or transportation barriers as described in 28 C.F.R. § 35.130(b)(7). This definition excludes modifications that would result in a fundamental alteration in the nature of a service, program, or activity or that would result in undue financial and administrative burdens, under the conditions specified in 28 C.F.R. § 35.130(b)(7), 28 C.F.R. § 35.164 and elsewhere.

R.H. et al. v. Rawlings et al., CAFN: 1:17-CV-01434-TWT (N.D. Ga. 2019) (Consent Order, filed on June 4, 2019) considers provision of auxiliary aids and services a reasonable modification.

 However, the ADA regulations list equally effective communication requirements and auxiliary aids and services separate and distinct from reasonable modifications. DFCS will ensure equally effective communication as described in 28 C.F.R § 35.160 and 28 C.F.R § 36.303.

Reasonable Modification and Communication Assistance Request Form - A form, either in paper or electronic format that can be used, at the option of the customer with a disability, to request a reasonable modification or communication assistance and for purposes of tracking the request and response.

Request for Reasonable Modification and Communication Assistance - Any specific written or oral statement by or made appropriately on behalf of a customer with a disability, including through the “Reasonable Modification and Communication Assistance Request Form” that indicates the individual has a disability for which he or she needs a reasonable modification or communication assistance to access all DFCS programs, benefits, or activities. A request for reasonable modification includes instances where the individual initiates the request for assistance.

Service Animal - Any dog that is individually trained to do work or perform tasks for the benefit of an individual with disabilities.

Video Relay Service (VRS) - A free, subscriber-based service for people who use sign language and have videophones, smart phones, or computers with video communication capabilities. For outgoing calls, the subscriber contacts the VRS interpreter, who places the call and serves as an intermediary between the subscriber and a person who uses a standard voice telephone. The interpreter tells the telephone user what the subscriber is signing and signs to the subscriber what the telephone user is saying.

Video Remote Interpreting (VRI) - An interpreting service that uses video conference technology over dedicated lines or wireless technology offering high-speed, wide-bandwidth video connection that delivers high-quality video images as provided in [28 C.F.R. § 35.160\(d\)](#).

Wheelchair - A manually operated or power-driven device designed primarily for use by an individual with a mobility disability for the main purpose of indoor or of both indoor and outdoor loco-

motion.

Coordination of Services/Self-Assessment/Monitoring

DFCS must designate an individual to serve as the point of contact for staff and the general public regarding ADA disability access matters and to coordinate implementation of this policy. Local government agencies and other public entities with whom the DFCS contracts that employ 50 or more persons must also designate at least one employee to coordinate its efforts to comply with the ADA. (Reference: 28 C.F.R. § 35.105)

DFCS and its Providers that receive federal financial assistance (FFA) from the USDA and that employ 15 or more individuals must also appoint a Section 504 coordinator to coordinate services and resources for individuals with disabilities. One person may coordinate implementing regulations, directives, and guidance for both statutes. The name, office address, and telephone number of the ADA/Section 504 Coordinator must be provided to all interested persons. (References: 7 C.F.R. § 15b.6 and 45 C.F.R. § 84.7)

The primary responsibilities of the ADA/Section 504 Coordinator are listed in Attachment 1. The State DFCS ADA/Section 504 Coordinator must convene regular meetings with ADA/Section 504 Coordinators serving the DFCS local agencies, subrecipients and contractors that deliver services directly to the public. For a list of DFCS OFI District ADA Coordinators, please visit: dfcs.georgia.gov/adasection-504-and-civil-rights.

Qualified Individual with a Disability

An individual with a disability under the ADA is defined as a person with a physical or mental impairment that substantially limits one or more major life activity; a person who has a record of such an impairment; or a person who is regarded as having such an impairment. The term individual with a disability does not include an individual who is currently engaging in the [illegal use of drugs](#) or alcohol.

Qualified individual with a disability means an [individual with a disability](#) who, with or without [reasonable modifications](#) to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of [auxiliary aids and services](#), meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a [public entity](#).

Public Notifications

DFCS and its Providers must notify individuals with disabilities about the availability of free reasonable modifications and auxiliary aids and services and how to request them in a format that individuals can understand. DFCS and its Providers also must notify the public about the right to file a discrimination complaint.

The DFCS Notice of ADA/Section 504 Rights regarding the rights of people with disabilities and provisions of services are available on Gateway, in all applications and renewal forms for Supplemental Nutrition Assistance Program (SNAP) also known as “Food Stamps”, Temporary Assistance for Needy Families (TANF), and Medicaid programs, in all county offices, and online at: dhs.georgia.gov/forms-notices and dfcs.georgia.gov/adasection-504-and-civil-rights.

DFCS and its Providers must post signage at all inaccessible entrances to each of its facilities, directing users to an accessible entrance or to a location at which they can obtain information about accessible facilities. The international symbol for accessibility must be used at each accessible entrance of a facility.

Notices must be provided in alternative formats upon request. Copies of the ADA/Section 504 Notice of Rights and Request for Reasonable Modification and Communication Assistance forms must be available in waiting rooms. Staff must read the Notice of ADA/Section 504 Rights to individuals upon request or as necessary to ensure understanding and to complete the Request for Reasonable Modifications and Communication Assistance form. More information can be found online at: dfcs.georgia.gov/adasection-504-and-civil-rights.

Notices regarding a right to file a discrimination complaint must be posted in accordance with federal agency directives. Refer to MAN 3700 (DFCS Civil Rights Policy) in ODIS. The joint U.S. Department of Agriculture (“USDA”), U.S. Department of Health and Human Services’ (“HHS”) Joint Notice of Nondiscrimination must be posted in accordance with FNS Instruction 113-1 and subsequent FNS directives. It is located online at dfcs.georgia.gov/adasection-504-and-civil-rights.

The appropriate “And Justice for All” poster must be prominently displayed in all offices where there is a USDA presence and where it may be read by customers. Please note that institutions participating in or administering USDA programs, such as SNAP, The Emergency Food Assistance Program (TEFAP), and the Commodity Supplemental Food Program (CSFP) are required to display the appropriate “And Justice for All” poster in their facilities where it can be viewed by customers. All “And Justice for All” posters must be displayed in a specific size: 11” width x 17” height. Information can be found online at: www.fns.usda.gov/cr/and-justice-all-posters-guidance-and-translations. Contact the appropriate program director to obtain a hardcopy of the AJFA poster.

Procedures for Processing Customer Requests for Reasonable Modification(s)

Reasonable modifications afford an individual with a disability an equal opportunity to participate in all DFCS programs and receive all benefits and services for which that individual is otherwise eligible. Providing a reasonable modification may take many forms including, but not limited to, policy or procedural modifications, deferral from certain activities, and extensions of deadlines. Examples of making reasonable modifications at the administrative level include making existing facilities readily accessible to and usable by an individual with a disability and acquiring or modifying equipment.

With reasonable modifications, a person with a disability can participate fully in programs, services, and activities. Reasonable modifications are fact-specific and tailored to the individual circumstances of the person with a disability. Assessing possible reasonable modifications is a collaborative, interactive process. The starting point should always be, if possible, the customer’s preferred modification. The customer’s preference should provide the context for determining what a reasonable modification might be. When processing a request for reasonable modification or communication assistance, staff must not request or require verification of a customer’s or companion’s disability. While staff cannot ask customers to identify their disability, staff may ask what major life activity is substantially impaired or limited by their disability.

Once a customer requests a reasonable modification, eligibility workers are required to document

the following in Gateway: The date(s) and type(s) of reasonable modifications requested by the customer, the date a request for reasonable modification was granted or denied, the reason the request for reasonable modification was denied, if applicable, and the specific approved or denied reasonable modification(s).

If the customer expresses a need for assistance related to a disability, expresses difficulty completing any task in the application/renewal process, and/or has a disability that is documented in Gateway, eligibility workers are required to explain tasks to the customer. Workers must complete in the application and/or renewal process, inquire whether the customer experiences difficulty completing any task or may need assistance completing any task, the reason(s) for the difficulty and/or need for assistance and possible reasonable modifications with the customer.

When a written request for reasonable modification is mailed, faxed, emailed, or hand-delivered to a local county DFCS office or other appropriate staff, that staff must forward the request to an eligibility worker for processing. Eligibility workers are required to review the customer's case file in Gateway prior to or during every interaction with the customer and before taking any action on the customer's case. Current processes for documenting in Gateway for reasonable modifications can be found in the Gateway Training.

Staff are required to provide reasonable modifications to qualified individuals with a disability at every point of interaction with customers in the OFI eligibility process, whether in person, on-line, by telephone, or by mail, including inquiries about applications for benefits. Staff must assess requests for reasonable modifications as part of a collaborative, interactive process, applying a fact-specific, individualized analysis of the person's circumstances and the modification requested to assist the individual to access OFI programs and provide the necessary information to determine program eligibility. Decisions concerning a customer's request for a reasonable modification may incorporate the following factors, assessed cooperatively with the customer: (1) how the customer's disability impairs access to OFI programs; (2) how the disability limits the customer's ability to comply with program eligibility procedures; (3) reasonable modification options that address those limitations; and (4) the effectiveness and feasibility of the proposed options. Provisions of reasonable modifications are based on a fact-specific inquiry that is to be assessed on a case-by-case basis and may be limited by regulation

All eligibility workers have the responsibility and authority to offer, grant, and implement necessary reasonable modifications to customers with disabilities. DFCS staff do not have authority to grant a request for reasonable modification to program policy rules, such as income verification. Common examples of reasonable modifications, include, but are not limited to:

- Assistance gathering documents required by the program to support initial and ongoing eligibility for benefits;
- Flexible appointments and training requirements including scheduling appointments, so they do not conflict with customer's medical appointments, rehabilitation, or therapy;
- Allowing customers to reschedule appointments, potentially multiple times, when a disability prevents attendance;
- Giving a customer more time to submit documents or complete other tasks;
- Reading and explaining notices, rights and responsibilities forms, and other program materials to the customer, repeatedly, if necessary, to help ensure understanding;

- Modifying work activities unless not authorized by program policy and regulations
- Providing access for persons with disabilities who rely on service animals, wheelchairs, mobility aids or Other Power-Driven Mobility Devices (OPMD).

How to Request Reasonable Modification(s)

- Individuals with disabilities may require reasonable modifications to assist them with accessing DFCS programs and services, complying with program requirements, avoiding potential sanctions for noncompliance. All customers have the right to request a reasonable modification. Customers may direct a request for a reasonable modification to any appropriate DFCS staff member at any time. Customers may make a request for reasonable modifications orally or in any written form. Staff who do not have access to Gateway, such as receptionists, should forward the requests to an eligibility worker for processing.
- They may also complete the Reasonable Modification and Communication Assistance Request Form (Form 101). Customers are not required to use the form to make a request for reasonable modifications. Customers may obtain the reasonable modification request form in customer waiting rooms in each county DFCS office and RSM location. The form is also available online at dhs.georgia.gov/forms-notice and dfcs.georgia.gov/adasection-504-and-civil-rights. DFCS Office of Family Independence (OFI) eligibility staff are required to document any oral request or written requests for reasonable modifications in the customer's Gateway case file.
- Staff must provide the Reasonable Modification and Communication Assistance Request Form ("Form 101") to any customer upon request and may provide this form to any customer if a staff member believes they may require a reasonable modification. Forms are to be made available to customers in alternate formats as requested (i.e. large print or braille). Staff are required to assist customers with the completion of Form 101, if necessary. If a customer discloses a disability, staff members will inform the customer of his/her right to make a request for reasonable modifications and will be provided examples of reasonable modifications.

Denial of Request for Reasonable Modification(s)

Only the DFCS Division Director and his/her designee has the authority to deny, in whole or in part, reasonable modification requests or otherwise refuse requests for reasonable modifications.

DFCS and its Providers are not required to provide a reasonable modification that would fundamentally alter the program, service, or activity or would result in an undue financial or administrative burden. The determination that undue burdens would result must be based on all resources available for use by DFCS or its Providers. If the modification requested would cause undue financial burden on the program or activity to the level that it would make continued operation of the program unfeasible, the modification need not be provided. However, denying a modification(s) under the fundamental alteration exception should not result in the denial of access to the program or other benefits or services. DFCS and its Providers still must provide services to the person with a disability as appropriate to the maximum extent possible.

If eligibility workers are unsure about whether a reasonable modification can or should be provided, they must consult with a supervisor at the time the request for reasonable modification is received or as soon as reasonably possible thereafter. If a supervisor agrees that a reasonable modi-

fication can and should be provided, the eligibility worker is required to provide the requested modification to the customer. However, if the supervisor recommends that the request for reasonable modification be denied, the supervisor must submit the DFCS Reasonable Modifications (RM) and Communication Assistance (CA) Tracking Form and any supporting documentation with recommendations for review to the District ADA/Section 504 Coordinator.

The District ADA/Section 504 Coordinator reviews the supervisor's denial request and forwards the Reasonable Modification and Communication Assistance Request Tracking Form 102 (Please see Attachment 2) to the State DFCS ADA/Section 504 Coordinator. For instructions on how to complete Form 101 and/or Form 102, please see Attachment 3. The State DFCS ADA/Section 504 Coordinator will review the complaint involving request for reasonable modification and the denial request and will consult with the appropriate DFCS OFI Program Unit Manager and/or OFI Director. Only the DFCS Division Director or his/her designee has the authority to deny, in whole or in part, reasonable modification requests or otherwise refuse requests for reasonable modifications. After the final agency decision on the request for reasonable modifications is made, the DFCS District ADA/Section 504 Coordinator is responsible for drafting and providing a written decision to the customer, after consultation with the State DFCS ADA/Section 504 Coordinator.

Procedures for Equally Effective Communication

DFCS and its Providers must ensure communications with applicants, participants, members of the public and companions with disabilities are as effective as communications with other. In some situations, DFCS may communicate with a customer's companion with disability. A companion is any family member, friend, or associate of a person seeking or receiving an entity's goods or services who is an appropriate person with whom the entity should communicate.

DFCS and its Providers must provide appropriate auxiliary aids and services when necessary to ensure effective communication with individuals with disabilities. This includes an obligation to provide effective communication to companions with disabilities. These aids and services must be provided at no cost to the customer and in a timely manner that protects the privacy and independence of customers with a disability.

Auxiliary aids and services refer to the ways to communicate with people who have communication disabilities (e.g., DFCS customers with hearing, vision, and speech disabilities). Auxiliary aids and services include but are not limited to qualified sign language interpreters, telephone handset amplifiers, assistive listening devices, closed caption decoders, real time captioning, TTY/TTD relay services for Deaf and hard-of-hearing, screen reader software, Braille Embossers, text to Braille converter, large print materials, alternative keyboards for individuals who are blind and have low vision.

Examples of auxiliary aids and services for people who are blind, have vision loss, or are DeafBlind might be:

- Providing a qualified reader, information in large print, Braille, or electronically for use with a computer screen-reading program, or an audio recording of printed information.

Examples of auxiliary aids and services for people who are Deaf, have hearing loss, or are DeafBlind might be:

- Providing a qualified note taker, a qualified sign language interpreter, oral interpreter (non-language), cued-speech interpreter, or tactile interpreter; real-time captioning; or written materials

Examples of auxiliary aids and services for people who have speech disabilities might include:

- Providing a qualified speech-to-speech transliterator (a person trained to recognize unclear speech and repeat it clearly), especially if the person will be speaking at length, or just taking more time to communicate with someone who uses a communication board.

Video remote interpreting (VRI) services also provide qualified interpreters. A [public entity](#) that chooses to provide qualified interpreters via VRI services must ensure that the computer or other device meets the technological requirements of the ADA at 28 CFR 35.160(d).

Eligibility workers are required to provide application and renewal forms, system-generated individual and household communications and notices of decision (i.e. approvals, changes, terminations, and denials) and renewal notices in large print, Braille, audio format, or data format to qualified individuals with a disability upon request and as required by law.

The key to communicating effectively is to consider the nature, length, complexity, and context of the communication and the person's normal method(s) of communication. This may also involve verifying that the communication is understood, using multiple methods of explanation to the individual.

With respect to communication disabilities, state or local government agencies must give primary consideration to the person's choice of auxiliary aid and service, unless it can demonstrate that another equally effective means of communication is available, or that the use of the means chosen would result in a fundamental alteration or a financial or administrative undue burden. [28 C.F.R. § 35.160(b)(2)]. If the choice expressed by the person with a disability would result in an undue burden or a fundamental alteration, the public entity still has an obligation to provide an alternative aid or service that provides effective communication if one is available. The decision that a particular aid or service would result in an undue burden or fundamental alteration must be made by the DFCS Division Director or his/her designee and must be accompanied by a written statement of the reasons for reaching that conclusion.

Public accommodations (e.g. private community partner agencies) that provide DFCS services are *encouraged* to consult with the person with a disability to discuss what aid or service is appropriate. The goal is to provide an aid or service that will be effective, given the nature of what is being communicated and the person's method of communicating.

When an eligibility worker or other staff becomes aware that a customer has a disability that substantially limits the customer's ability to see, hear or speak, the eligibility worker or staff must inquire as to the customer's potential need for auxiliary aids and services. If a customer expresses a need for assistance related to a disability, or if the customer has a disability that is documented in Gateway, eligibility workers who have access to Gateway are required to discuss the possible need for auxiliary aids and services with the customer using the Gateway written prompts. If a customer indicates that he or she does not wish to disclose or to discuss their disability, staff will not make further inquiries on these subjects.

Individuals with disabilities may request an auxiliary aid or service by completing the Reasonable

Modification and Communication Assistance Request Form (Form 101). Please refer to the Reasonable Modifications Section above for procedures handling documenting requests for assistance in Gateway.

DFCS and its Providers must assure that any interpreter used to communicate with a DFCS customer with a disability is qualified to do so. This includes qualified interpreters (i.e. American Sign Language, signed exact English interpreters, cued speech interpreters, oral interpreters, tactile interpreters, and Computer Assisted Real-time Transcription (CART)). When a customer who is deaf or hard-of-hearing notifies staff that the interpreter provided is not qualified to interpret for that customer, either DFCS or its Provider staff must arrange for a qualified interpreter service or other appropriate auxiliary aid and service, as required by law.

DFCS and Provider staff are prohibited from requiring a customer to bring a person to serve as the interpreter. Staff will not rely on an adult accompanying a customer with a disability to interpret or facilitate communications except (a) in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available, or (b) where the customer with a disability specifically requests that the accompanying adult interpret or facilitate communication, the accompanying adult agrees to provide such assistance, and reliance on that adult for such assistance is appropriate under the circumstances.

Staff will not rely on a minor child to interpret or facilitate communications with a customer, except in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available.

Wheelchairs, Mobility Aids and Other Power-Driven Mobility Devices

DFCS and its Providers must allow individuals with disabilities who use wheelchairs, mobility aids or other power-driven mobility devices (OPDMD) into all areas where the public is allowed to go, unless the entity can demonstrate that the particular type of device cannot be accommodated because of legitimate safety requirements. Such safety requirements must be based on actual risks, not on speculation or stereotypes about a particular class of devices or how individuals will operate them.

Staff must consider these factors in determining whether to permit OPDMDs on their premises:

- the type, size, weight, dimensions, and speed of the device;
- the volume of pedestrian traffic (which may vary at different times of the day, week, month, or year);
- the facility's design and operational characteristics, such as its square footage, whether it is indoors or outdoors, the placement of stationary equipment, devices, or furniture, and whether it has storage space for the device if requested by the individual;
- whether legitimate safety standards can be established to permit the safe operation of the device; and
- whether the use of the device creates a substantial risk of serious harm to the environment or natural or cultural resources or poses a conflict with Federal land management laws and regulations.

Communicate clearly to the public any OPDMD not permitted in an area where DFCS programs, ser-

vices and activities are offered. Staff may not ask individuals using such devices about their disability but may ask for a credible assurance that the device is required because of a disability. If the person presents a valid, State-issued disability parking placard or card or a State-issued proof of disability, it must be accepted as credible assurance on its face. If the person does not have this documentation, but states verbally that the device is being used because of a mobility disability, that also must be accepted as credible assurance, unless the person is observed doing something that contradicts the assurance.

Service Animals

Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for a person with a disability. DFCS and its Providers must provide individuals with disabilities with service animals an equal opportunity to participate in DFCS programs, services, and activities.

Staff may ask two questions in relation to a service animal:

1. Is the dog a service animal required because of a disability?
2. What work or task has the dog been trained to perform?

Service animals must be allowed in all areas of a facility where the public is allowed except where the dog's presence would create a legitimate safety risk or would fundamentally alter the nature of a public entity's services. Service animals may be excluded only if 1) the dog is out of control and the handler cannot or does not regain control; or 2) the dog is not housebroken. If a service animal is excluded, staff must allow individuals to enter the facility without the service animal.

A service animal must have a harness, leash or other tether, unless the handler is unable to use a tether because of a disability or the use of a tether would interfere with the service animal's ability to safely perform its work or tasks. In these cases, the service animal must be under the handler's control through voice commands, hand signals, or other effective means. If a service animal is excluded, the individual with a disability must still be offered the opportunity to obtain goods, services, and accommodations without having the service animal on the premises.

DFCS employees may ask an individual with a disability to remove a service animal if the animal is not housebroken or is out of control and the individual is not able to control it. If DFCS properly excludes a service animal, DFCS cannot unlawfully exclude the customer from accessing its services, programs, or activities and must give the individual with a disability the opportunity to participate in programs, services, or activities without the service animal being present.

Staff may not require individuals with disabilities to provide documentation, such as proof that the animal has been certified, trained, or licensed as a service animal, as a condition for entry. Service animals are not required to wear service animal vests or patches, or to use a specific type of harness.

Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the building. But, as with any reasonable modification, determination on how to address allegations involv-

ing allergies or other direct threat or safety concerns is done on a case-by-case basis.

Miniature Horses

Although not service animals, miniature horses have similar protections under the ADA. DFCS and its Providers must permit access where reasonable for miniature horses that are individually trained to do work or perform tasks for individuals with disabilities. Federal regulations set out four assessment factors to assist staff in determining whether miniature horses can be accommodated in their facility. The assessment factors are (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner's control; (3) whether the facility can accommodate the miniature horse's type, size, and weight; and (4) whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

Access to Websites and Online Systems

DFCS and its Providers must ensure program websites and online systems are accessible to persons with disabilities. DFCS and its Providers should ensure that in-house staff and contractors responsible for web page and content development are properly trained. DFCS and its Providers must provide a way for visitors to request accessible information or services to the extent required by law. Information for web developers interested in making their web pages as accessible as possible, including the current version of the **Web Content Accessibility Guidelines** (and associated checklists), can be found at www.w3c.org/WAI/Resources.

Physical Access to Buildings and Facilities

DFCS and its Providers must ensure individuals with disabilities are not excluded from programs and services because facilities are unusable or inaccessible to them. These entities must ensure that individuals with disabilities have access to programs and services under the same terms and conditions as individuals without disabilities. These entities must abide by the ADA Standards for Accessible Design.

Safety

DFCS and its Providers may impose legitimate safety requirements necessary for the safe operation of its services, programs, or activities. However, the public entity must ensure that its safety requirements are based on real risks, not on speculation, stereotypes, or generalizations about individuals with disabilities.

Direct Threat

Direct Threat means a significant risk to the health or safety of others that cannot be eliminated by a modification of policies, practices or procedures, or by the provision of auxiliary aids or services as provided in 28 C.F.R. § 35.139 (Title II) and 28 C.F.R. § 36.208 (Title III).

The ADA does not require DFCS or its Providers to permit an individual to participate in or benefit from the services, programs, or activities of that DFCS when that individual poses a direct threat to the health or safety of others (not to self). In determining whether an individual poses a direct

threat to the health or safety of others, DFCS and its Providers must make an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures or the provision of auxiliary aids or services will mitigate the risk.

Fundamental Alteration/Undue Burden

The State agency, local agency, subrecipients and contractors are not required to modify its policies, practices, or procedures if the entity can demonstrate that making the modification would fundamentally alter the nature of the service, program, or activity. If the modification requested would cause undue financial burden on the program or activity to the level that it would make continued operation of the program unfeasible, the modification need not be provided. However, denying a modification(s) under the fundamental alteration exception should not result in the denial of access to the program or other benefits or services.

The decision that a particular aid or service would result in an undue burden or fundamental alteration must be made by the DFCS Division Director or his/her designee and must be accompanied by a written statement of the reasons for reaching that conclusion. The State agency, local agency, subrecipients and contractors still must provide services to the maximum extent possible.

Staff Training

For Civil Rights training requirements, please refer to the DFCS Civil Rights Policy – MAN 3700.

Complaints Processing

All DFCS customers and the public have a right to file a complaint of discrimination on the basis race, color, national origin, disability, age, sex and in some cases religion or political beliefs, or for reprisal or retaliation for engaging in prior civil rights activity. For more information, reference the DFCS Civil Rights and ADA/Section 504 Complaint Process and the DFCS Civil Rights, ADA/Section 504 Complaint Form on the DFCS Nondiscrimination and Disability webpage at: dfcs.georgia.gov/adasection-504-and-civil-rights.

Attachments

Attachment 1: DFCS District and State ADA/Section 504 Coordinator Duties

Attachment 2: Reasonable Modification and Communication Assistance Request Tracking Form (102)

Attachment 3: ADA/RM Form 101 and 102 Instructions

Attachment 4: ADA RM Form 101 and 102 County Tracking Log 1_24_20

Attachment 5: US Department of Justice (DOJ), ADA Requirements: Effective Communication

Attachment 6: DOJ ADA Title II Primer

Attachment 7: DOJ Accessibility of State and Local Government Websites to People with Disabilities

Attachment 8: Reasonable Modification and Communication Assistance Request Tracking Form (102)

Attachment 9: ADA/RM Form 101 and 102 Instructions

Attachment 10: ADA RM Form 101 and 102 Manual Tracking Log 1_24_20

Attachment 11: US Department of Justice (DOJ), ADA Requirements: Effective Communication


Attachment 12: DOJ ADA Title II Primer

Attachment 13: DOJ Accessibility of State and Local Government Websites to People with Disabilities

Attachment 14: DFCS Civil Rights and ADA/Section 504 Complaint Process

Attachment 15: DFCS Civil Rights, ADA/Section 504 Complaint Form

3030 Civil Rights

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|---|--|--------------|-----------------------------------|--|
|  | Georgia Division of Family and Children Services Civil Rights Policy Manual | | | |
| | Policy Title: | Civil Rights | | |
| | Chapter: | 3700 | Effective Date: | March 1, 2023 |
| | Policy Number: | 3701 | Previous Policy Number(s): | FS Policy 3030, MA Policy 2025, TANF Policy 1003 |

Policy

The Georgia Department of Human Services (“DHS”), Division of Family and Children Services’ (“DFCS”) Civil Rights Compliance policy is created to ensure DHS/DFCS and its contractors comply with laws, regulations, and policies prohibiting unlawful discrimination in the administration of DFCS programs, services, and activities.

Scope

This policy applies Department-wide to all staff who are involved with the administration of any DFCS programs, services, and activities; and extends to DFCS' subrecipients, contractors, grantees, agents, and providers of services (“Providers”) as required by law or contract. This policy only covers program access, not employment matters.

Basic Considerations

This policy establishes DHS'/DFCS' and its Providers' compliance with Civil Rights laws and regulations, including the methods of administration and reasonable assurances described in 45 C.F.R. § 80.4(b) [U.S. Department of Health and Human Services (“HHS”)]; 7 C.F.R. § 272.2(b) [U.S. Department of Agriculture (“USDA”) Supplemental Nutrition Assistance Program (“SNAP”)]; 7 C.F.R §§ 247.4(c)(6) [USDA-Commodity Supplemental Food Program (“CSFP”)], 7 C.F.R. § 251.10(c) [USDA-The Emergency Food Assistance Program (“TEFAP”)]; 7 C.F.R, § 250.4 [CSFP and TEFAP].

This policy substitutes and replaces all prior Methods of Administration that conflict with or that are otherwise inconsistent with the DFCS policies, procedures, forms, and other related Civil Rights documents that are referenced within this policy. DHS documents that concern Civil Rights and that are applicable to DFCS' programs, services, and activities are referenced within this document.

DFCS and its Providers must incorporate the appropriate assurance of nondiscrimination language in its agreements and contracts with subrecipients and contractors. **Attachment A** contains samples of the current assurances for USDA and HHS programs. Refer to *FNS Instruction 113-1 - Civil*

Requirements

A. Nondiscrimination in DFCS programs, services and activities

DHS/DFCS and its Providers are prohibited from unlawfully discriminating in the administration of DFCS programs, services, and activities on the basis of race, color, national origin, disability, age, and sex (including gender identity and sexual orientation). In any USDA SNAP program or activity, DFCS and its Providers are also prohibited from discriminating on the basis of religious creed and political beliefs. In any HHS program or activity, DFCS and its Providers are also prohibited from discriminating based on religion. These entities also are prohibited from engaging in reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by a federal agency.

To access DFCS' Notice of ADA/Section 504 Rights and the joint U.S. Department of Agriculture, U.S. Department of Health and Human Services' Notice of Nondiscrimination, click [here](#).



DFCS is prohibited from disclosing Personally Identifiable Information (PII) or Protected Health Information (PHI) to unauthorized individuals. Therefore, DFCS will not disclose or allow access to the complainant's PII or PHI without the appropriate authorization. In situations where a companion or other individual requests a reasonable modification or communication assistance on behalf of a person with a disability, DFCS will contact the person with a disability or authorized representative to clarify the request.

B. Right to file a Civil Rights, ADA/Section 504 Complaint

Customers who allege unlawful discrimination have the right to file a civil rights complaint, which includes complaints about decisions made regarding requests for reasonable modifications for individuals with disabilities and requests for language assistance services (interpreters and translated materials) for individuals who have limited English proficiency ("LEP").

All written or verbal complaints alleging discrimination on the basis of race, color, national origin, age, sex (including gender identity and sexual orientation), disability, political beliefs or religion or retaliation for engaging in prior Civil Rights activity in any of the DFCS's programs, activities or services are processed in accordance with the *DFCS Civil Rights, ADA/Section 504 Complaint Process*.

DFCS and its local agencies, subrecipients and contactors must forward all discrimination complaints to the DFCS Civil Rights and ADA/Section 504 Coordinator as required by DFCS' Complaint Process. **For more information about DFCS' Civil Rights, ADA/Section 504 complaint process and form, follow the link here or visit dfcs.georgia.gov/adasection-504-and-civil-rights.**

C. Right to Request Reasonable Modifications and Free Communication Assistance

1. Reasonable Modifications

Reasonable modifications afford an individual with a disability an equal opportunity to participate in all DFCS programs and receive all benefits and services for which that individual is otherwise eligible. DFCS must make reasonable modifications in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability, unless it is demonstrated that making the modification would fundamentally alter the nature of the service, program, or activity or would result in undue financial and administrative burdens. **For more information about the requirement to provide reasonable modifications to customers with disabilities, follow the link here or visit dfcs.georgia.gov/adasection-504-and-civil-rights.**

2. Auxiliary Aids and Services for Communication

DHS/DFCS and its Providers must provide free auxiliary aids and services for DFCS customers and their companions with disabilities (e.g., DFCS customers with hearing, vision, and speech disabilities) to ensure equally effective communication in accordance with the ADA and Section 504. A companion is any family member, friend, or associate of a DFCS customer and who is an appropriate person with whom the entity should communicate. **For more information about communication assistance for individuals with disabilities, follow the link here or visit dfcs.georgia.gov/adasection-504-and-civil-rights.**

3. Language Assistance Services for Communication

DHS/DFCS and its Providers must provide free qualified interpreters and translated information in a timely manner when communicating with DFCS' LEP customers. LEP individuals do not speak English as their primary language and have a limited ability to read, write, speak, and/or understand English. LEP individuals may be competent in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing). A customer may be considered LEP if he/she prefers to communicate with DHS/DFCS in a language other than English, orally or in writing.

For more information about providing customers language assistance services, DHS/DFCS staff must refer to DHS LEP/SI Policy 2001 found in [ODIS](#).

D. Public Notifications

DHS/DFCS and its Providers must inform participants, applicants, and the general public of their program rights and responsibilities, their protection against discrimination and the procedures for filing a discrimination complaint. Additionally, DHS/DFCS and its Providers must provide effective notice to individuals with LEP regarding the availability of free language assistance services (interpreters and translated information) in languages that they can understand. Similarly, DHS/DFCS must notify individuals with disabilities about the availability of free auxiliary aids and services and reasonable modifications and how to request them in a format that they can understand.

For USDA programs: Public notices, including the appropriate USDA nondiscrimination statement, should appear in reception areas, within vital documents, on websites, online systems, and telephone voice mail menus on customer service lines. Staff should also notify individuals with LEP or with disabilities that these services are provided at no cost to them. For more information about public notices for persons with LEP, staff must refer to DHS LEP/SI Policy 2001

found in [ODIS](#).

To obtain a copy or for more information about public notices for individuals with disabilities, follow the link here or visit dfcs.georgia.gov/adasection-504-and-civil-rights.

USDA programs have specific requirements for displaying the appropriate nondiscrimination statement that advertises how to file a complaint on all information materials and sources and websites used by State agencies, local agencies, or other subrecipients to inform the public about Food and Nutrition Service (FNS) programs. The electronic versions of the USDA Nondiscrimination Statement are found at www.fns.usda.gov/cr/fns-nondiscrimination-statement.

Similarly, the USDA issued directives on posting the appropriate *And Justice for All Poster* (AJFA). The AJFA poster Form AD-475-A is the poster that applies to CSFP and TEFAP; Form AD-475-B is the poster that applies to SNAP. The applicable AJFA posters must be prominently displayed in all offices where there is a USDA presence and where customers can view it. See *FNS Instruction 113-1, Section IX, Appendix A and Appendix C*; and the *USDA Departmental Regulation 4300-003 – Equal Opportunity Public Notification Policy*. To obtain a poster, contact the DFCS Food and Nutrition Unit Director.

E. Civil Rights and ADA/Section 504 Training

DFCS requires all DHS/DFCS and Provider staff involved in administering or delivering DFCS programs, activities, and services to meet Civil Rights training requirements. All DFCS staff and Provider staff are required to take the Civil Rights training, ADA/Section 504 training, and Customer Service and Communication training annually and within 30-days from the date of hire. Office of Family Independence and child welfare staff may be required to take additional training specific to the operation of their respective programs, services, and systems. Training for DFCS staff is available on IOTIS.

Additional training requirements for USDA programs: Training is required so that staff involved in all levels of administration of programs that receive Federal financial assistance understand civil rights related laws, regulations, procedures, and directives. Staff responsible for reviewing Civil Rights compliance must receive training to assist them in performing their review responsibilities. This training may be carried out as part of ongoing technical assistance. The FNS Regional Civil Rights Officer trains DFCS state-level personnel. DFCS is responsible for training the appropriate state-level personnel, local DFCS office personnel, and its Providers, including “frontline staff”. “Frontline staff” who interact with program applicants or participants, and those persons who supervise “frontline staff”, must receive civil rights training on an annual basis. “Frontline staff” also includes Providers.

According to FNS Instruction 113-1, Section IX, Civil Rights training that covers USDA programs (e.g., SNAP, CSFP and TEFAP) must include but is not limited to the following specific topics: collection and use of data, effective public notification systems, complaint procedures, compliance review techniques, resolution of noncompliance, requirements for reasonable modifications and auxiliary aids and services for individuals with disabilities, requirements for language assistance, conflict resolution, customer service and, when applicable, verification of citizenship, immigration status and social security numbers. **To access Civil Rights and ADA/Section 504 training, refer to IOTIS.**

F. Race and Ethnicity Data Collection, Maintenance, and Reporting

DFCS must ensure that the appropriate data is collected and maintained by its local agencies and its Providers when required by federal and state statutes, regulations and directives. This includes collection of race and ethnicity in accordance with the U.S. Office of Management and Budget and each federal or state agency requirements. This data is to determine how effectively DFCS' programs, activities, and services are reaching potentially eligible persons and beneficiaries, identify areas where additional outreach is needed, assist in the selection of locations for Civil Rights compliance reviews, and complete reports as required. Each federal agency has collection, maintenance, and reporting requirements. Refer to each DFCS program's policies/procedures for specific program data collection requirements.

DFCS programs, services and activities funded by the USDA (e.g., SNAP, CSFP and TEFAP) must follow the applicable "Data Collection and Reporting" requirements in *FNS Instruction 113-1, Section XII and its Appendix A and Appendix C* and in subsequent FNS policies and directives **Attachment B** contains minimum requirements for data collection in USDA programs.

G. Collection of Citizenship, Immigration Status, and Social Security Numbers

Each DFCS program must adhere to any applicable federal and state requirements regarding noncitizen eligibility and collection of this data. However, each DFCS program must ensure that collection and verification of citizenship, immigration status and social security numbers, when required by federal statutes and regulation, does not result in an access barrier or unlawful discrimination in DFCS' programs, services and activities. Those who are eligible for DFCS' programs must not be deterred from applying because of insufficient public notifications or inappropriate data collection methods.

For USDA programs: Citizenship, immigration status and social security numbers should not be requested for CSFP and TEFAP. For collection of this data in SNAP, staff cannot require any information about the citizenship, immigration status or social security number of anyone who is not applying for SNAP or, deny SNAP to applying household members because a non-applicant household member has not disclosed his or her citizenship or immigration status or social security number. Under no circumstances may DFCS or its Providers: 1) Require any information about the citizenship or immigration status of anyone who is not applying for SNAP; 2) Deny SNAP to applying household members because a non-applicant household member has not disclosed his or her citizenship or immigration status or Social Security number; or 3) Try to establish or verify immigration status through any means other than the procedures outlined in the [SNAP Guidance on Non-Citizen Eligibility](#). DHS has primary responsibility to determine the status of non-citizens.

For additional information, refer to the USDA FNS SNAP Guidance on Non-Citizen Eligibility at www.fns.usda.gov/snap/eligibility/non-citizen-eligibility.

H. Evaluating Civil Rights Compliance/Resolution of Noncompliance

DFCS program staff monitor all Civil Rights criteria captured within each program's management evaluations, quality assurance reviews, compliance reports, and civil rights reviews of its local agencies and its Providers and ensures resolution of noncompliance is accomplished in accordance with applicable federal guidelines. Staff must report concerns and instances of non-

compliance with civil rights policies to the DFCS Civil Rights and ADA/Section 504 Coordinator. The DFCS Civil Rights and ADA/Section 504 Coordinator and program staff must work together to resolve noncompliance matters in a timely manner.

For USDA programs (refer to FNS Instruction 113-1, Sections XIII and XIV and Appendix A and Appendix C): The program staff performing compliance reviews must notify the noncompliant DFCS local agency or Provider, in writing, of the review findings and requirements/recommendations immediately after the review is completed.

Noncompliance is a factual finding that any Civil Rights requirement, as provided by law, regulation, policy, instruction, or guidelines, is not being adhered to by the DHS/DFCS or its local agencies, subrecipients or contractors. The effective date of the finding of noncompliance is the date a written notice of noncompliance is provided to the entity under review. All programs must cooperate with the DFCS Civil Rights and ADA/Section 504 Coordinator and the DHS LEP/SI Program Manager (for LEP only) to resolve Civil Rights findings or concerns within 60 days of the effective date.

Additionally, DFCS must resolve instances of noncompliance in USDA programs in accordance with *FNS Instruction 113-1, Section XIV*. For any finding in a USDA program that is not resolved in 60 days of the effective date, the DFCS Civil Rights and ADA/Section 504 Coordinator must submit a report of Findings of Noncompliance with appropriate documentation to the FNS Regional Civil Rights Officer.

Authorities (This list is not exhaustive)

- A. **Title VI of the Civil Rights Act of 1964** (42 U.S.C. § 2000d et seq., 28 C.F.R. § 42.101 et seq. [DOJ], 7 C.F.R. § 15.1 et seq., 15.60 et seq. [USDA]; 45 C.F.R. § 80.1 et seq. [HHS]);
- B. **Title IX of the Education Amendments of 1972** (20 U.S.C. § 1681 et seq., 28 C.F.R. § 54.100 et seq. [DOJ], 34 C.F.R. § 106 et seq. [DOE], 7 C.F.R. Part 15a [USDA], 45 C.F.R. § 86.1 et seq. [HHS]);
- C. **Section 504 of the Rehabilitation Act of 1973** (29 U.S.C. § 794, 28 C.F.R. § 42.501 et seq. [DOJ], 7 C.F.R. § 15b et seq. [USDA], 45 C.F.R. § 84.1 et seq. [HHS]);
- D. **Age Discrimination Act of 1975** (42 U.S.C. § 6101 et seq., 7 C.F.R. Part 15c [USDA], 45 C.F.R. § 91.1 et seq. [HHS]);
- E. **The Food and Nutrition Act of 2008**, as amended, Supplemental Nutrition Assistance Program (SNAP), formerly the Food Stamp Program (7 USC § 2011 et seq. 7 CFR 271, 272, 273, and 276)
- F. **Indian Child Welfare Act of 1978** (25 U.S.C. § 1901 et seq., 25 C.F.R. § 23.101 et seq.);
- G. **Title II of the Americans with Disabilities Act of 1990, as amended** (42 U.S.C. § 12131 et seq., 28 C.F.R. § 35.101 et seq. [DOJ]);
- H. **Title III of the Americans with Disabilities Act of 1990, as amended** (42 U.S.C. § 12181 et seq., 42 U.S.C. § 12205a, 28 C.F.R. § 36.101 et seq. [DOJ]) (as applicable);
- I. **Americans with Disabilities Act Amendment Act of 2008 (ADAAA)** (42 USC § 12101 et seq. at 28 CFR 35),
- J. **Presidential Executive Order 13166** “Improving Access To Services For Persons With Limited English Proficiency” (Aug. 11,)
- K. **Multiethnic Placement Act of 1994** (42 U.S.C. § 1996b, 45 C.F.R. § 1355.38);

- L. **Section 11(c) of the Food and Nutrition Act of 2008, as amended** (7 U.S.C. § 2020(c) [USDA]);
- M. **FNS Nondiscrimination Compliance**, 7 C.F.R. § 247.4(c)(6), 251.10(c), (e)(3), 272.4, 272.6 [USDA];
- N. **FNS Instruction 113-1: Civil Rights Compliance and Enforcement – Nutrition Programs and Activities** and its Appendix A and Appendix C;
- O. O.C.G.A. § 30-3-1 et seq.;
- P. O.C.G.A. § 30-4-1 et seq.

Document References and Links (The lists may not be exhaustive)

The following are references to applicable DHS and DFCS Civil Rights and ADA/Section 504 notices, policies, procedures, forms, tools, posters, and other documents. Generally, policies and procedures are available on ODIS. Additional forms and documents may be referenced in each of the documents referenced below:

A. Applicable to all DFCS programs, activities, and services

1. Policies, procedures, and forms:
 - a. DFCS MAN 3400 (POL 3401) – American with Disabilities Act and Section 504
 - b. DFCS Civil Rights and ADA/Section 504 Complaint Process (Available in English and Spanish)
 - c. DFCS Civil Rights, ADA/Section 504 Complaint Form (Form 724 - Available in English and Spanish)
 - d. ADA Reasonable Modification Form 101 and 102 Instructions
 - e. DFCS Reasonable Modification and Communication Assistance Request Form for Persons with Disabilities (Form 101-Available in English, English Large Print, Spanish, Spanish Large Print)
 - f. DFCS Reasonable Modifications (RM) and Communication Assistance (CA) Tracking Form (Form 102)
 - g. ADA Reasonable Modification Form 101 and 102 Manual Tracking Log
 - h. DHS POL 2001: DHS LEP/SI policy
 - i. DHS MAN 2001: Access Plan for Constituents with Limited English Proficiency (LEP) and Sensory Impairments (SI) (with Attachments)
2. Training (Available on DFCS' IOTIS training site):
 - a. DHS 1100 - Civil Rights and LEP (All DFCS and OFI Community Partners, required annually and within 30-days of hire)
3. Required signage and posters:
 - a. DFCS “Notice of ADA/Section 504 Rights” and the attached joint U.S. Department of Agriculture, U.S. Department of Health and Human Services' Nondiscrimination Statement
 - b. [Georgia Department of Human Services Notice of Free Interpretation Services](#)
 - c. “AND JUSTICE FOR ALL” posters
 1. [For TEFAP and CSFP \(FNS Form AD-475A\)](#)

2. For SNAP (FNS Form AD-475B)



DFCS programs, services and activities funded by the USDA (e.g., SNAP) must follow applicable “Public Notification” requirements (see e.g., FNS Instruction 113-1).

4. Link(s):

- a. DFCS Nondiscrimination and Disability webpage – dfcs.georgia.gov/adasection-504-and-civil-rights
- b. ADA/Section 504 documents and forms – dfcs.georgia.gov/adasection-504-and-civil-rights
- c. LEP/SI - dhs.georgia.gov/organization/about/language-access

B. Office of Family Independence (OFI)

1. Policies, procedures, and forms:

a. All OFI programs

1. DFCS' “Duties of the Office of Family Independence District ADA/Section 504 Coordinators” (Available in ODIS)
2. DFCS OFI “ADA/Section 504 District Coordinator List”
3. DFCS' “Quality Assurance Unit’s Plan for Periodic Random Sampling of Fair Hearing Requests and ADA/Section 504 DFCS County” (DFCS Management Evaluation (ME) Plan)
4. DFCS' “County Department Civil Rights/ADA Reasonable Modifications Compliance Review Guide” (Form 723)

b. Food Stamp Program

1. 3025 General Program Overview: Americans with Disabilities Act/Section 504
2. 3030 General Program Overview: Civil Rights

c. Medicaid Program

1. 2020 General Program Overview: Americans with Disabilities Act/Section 504
2. 2025 General Program Overview: Civil Rights

d. TANF Program

1. 1003 General Program Overview: Civil Rights
2. 1004 General Program Overview: Americans with Disabilities Act and Section 504 of the Rehabilitation Act

e. Energy Assistance Program

1. 800 General Program Overview: Americans with Disabilities Act/Section 504

f. Community Services Block Grant (CSBG) Program

1. 800 General Program Overview: Americans with Disabilities Act/Section 504

2. Training (*Available on DFCS' IOTIS training site):

- a. *DHS 1100 - Civil Rights and LEP (All DFCS and Gateway Community Partners, required annually and within 30-days of hire)

- b. *ADA 204 - ADA Section 504 Training (OFI and Gateway Community Partners only)
- c. *WEX 242: ADA Training Updates (OFI only, Gateway training)
- d. *WEX 243: CR 675021 Civil Rights Updates (OFI only, Gateway training)
- e. ADA/Section 504 DFCS District Coordinator Training (OFI only)
- f. DHS 3000: Customer Service and Communication

C. Child Welfare

1. Policies, procedures, and forms:

- a. All child welfare programs
 - 1. 1.4 Administration: Non-Discriminatory Child Welfare Practices
 - 2. 1.5 Administration: Americans with Disabilities Act (ADA)/Section 504 and Reasonable Modifications
 - 3. 1.6 Administration: Indian Child Welfare Act (ICWA) and Transfer of Responsibility for Placement and Care to a Tribal Agency
 - 4. DFCS Child Welfare “ADA/Section 504 Regional Coordinator List”
 - 5. 1.16 Administration: Civil Rights Complaint Process
- b. Foster care and adoption
 - 1. 14.11 Resource Development: Individualized Assessment
 - 2. Individualized Assessment Tool for Prospective and Existing Caregivers

2. Training (*Available on DFCS' IOTIS training site):

- a. *DHS 1100 - Civil Rights and LEP (All DFCS, required annually and within 30-days of hire)
- b. *OCP 833 – ADA/504 Individualized Assessment
- c. *ADA/Section 504 DFCS Regional Coordinator Training –“WEB 153: Regional FC/Ado ADA Coordinator Training” (Foster care & adoption)
- d. *OCP 777 - Indian Child Welfare Act (ICWA)
- e. *OCP 131 – Multi-Ethnic Placement Act (MEPA)/Inter-Ethnic Adoption Provisions Act (IEPA)
- f. *ADA 205 - Part 2: Civil Rights Protections for Individuals with Opioid Use Disorder

Responsibilities

While the DFCS Division Director is responsible for the Division’s Civil Rights and ADA/Section 504 compliance, all DHS/DFCS staff administering DFCS programs, services, and/or activities are required to adhere to DFCS' Civil Rights Compliance policy.

The DFCS Civil Rights and ADA/Section 504 Coordinator is the official designee responsible for ensuring the Division’s compliance with Civil Rights statutes and regulations, including Title VI, the ADA, and Section 504. Such compliance includes but is not limited to: ensuring DFCS customer requests for Reasonable Modifications and the provision of auxiliary aids and services (e.g., assisting DFCS staff with sensory impaired customers). In coordination with the DFCS Civil Rights and

ADA/Section 504 Coordinator, DFCS District ADA/Section 504 Coordinators are designated to provide support to the Office of Family Independence relating to compliance with disability related laws, and DFCS Child Welfare Regional ADA Coordinators provide related support for child welfare (adoptions, foster care, and/or child abuse and neglect).

The DFCS Quality Assurance Unit provides various Civil Rights and ADA/Section 504 compliance activities for DFCS' Office of Family Independence. The DHS LEP/SI office provides support to DFCS regarding matters involving DFCS customers who are LEP. Staff must report concerns and instances of noncompliance with civil rights policies to the DFCS Civil Rights and ADA/Section 504 Coordinator.

For questions regarding this and other Civil Rights and ADA/Section 504 policies/procedures, contact the DFCS Civil Rights and ADA/Section 504 Coordinator.

History

This policy replaces: (1) all prior DFCS Methods of Administration (e.g., executed in 1999 and 2000); (2) DFCS Food Stamp Policy 3030 (General Program Overview: Civil Rights); (3) DFCS Medicaid Policy 2025 (General Program Overview: Title VI/Section 504 Civil Rights); and (4) DFCS TANF Policy 1003 (General Program Overview: Title VI/Section 504 Civil Rights).

Attachments

Attachment A – USDA and HHS Assurances of Nondiscrimination

Attachment B – FNS Instruction 113-1-Data Reporting Attachment A

Attachment A

FY23 Sample Assurance Language for State SNAP Agency Contracts and Subrecipient Agreements

The **[contractor/subrecipient]** agrees to comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d *et seq.*), Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 *et seq.*), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), the Age Discrimination Act of 1975 (42 U.S.C. 6101 *et seq.*), section 11(c) of the Food and Nutrition Act of 2008, as amended (7 U.S.C. 2020), Title II and Title III of the Americans with Disabilities Act (ADA) of 1990 as amended by the ADA Amendments Act of 2008 (42 U.S.C. 12131-12189) as implemented by Department of Justice regulations at 28 CFR part 35 and 36, Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (August 11, 2000), and all requirements imposed by the regulations issued by the Department of Agriculture to the effect that, no person in the United States shall, on the grounds of sex, including gender identity and sexual orientation, race, color, age, political belief, religious creed, disability, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subject to discrimination under SNAP. This includes program-specific requirements found at 7 CFR part 15 *et seq.* and 7 CFR 272.6.

This assurance is given in consideration of and for the purpose of obtaining any and all Federal assistance extended to the **[contractor/subrecipient]** under the authority of the Food and Nutrition Act of 2008, as amended. Federal financial assistance includes grants, and loans of Federal funds; reimbursable expenditures, grants, or donations of Federal property and interest in property; the detail of Federal personnel; the sale, lease of, or permission to use Federal property or

interest in such property; the furnishing of services without consideration, or at a nominal consideration, or at a consideration that is reduced for the purpose of assisting the recipient or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient; or any improvements made with Federal financial assistance extended to the **[contractor/subrecipient]** by the USDA, State agency or local agency. This assistance also includes any Federal agreement, arrangement, or other contract that has as one of its purposes the provision of cash assistance for the purchase of food, cash assistance for purchase or rental of food service equipment or any other financial assistance extended in reliance on the representations and agreements made in this assurance.

By accepting this assurance, the **[contractor/subrecipient]** agrees to compile data, maintain records, and submit records and reports as required, to permit effective enforcement of nondiscrimination laws and permit authorized State agency and/or USDA personnel during hours of program operation to review and copy such records, books, and accounts, access such facilities and interview such personnel as needed to ascertain compliance with the nondiscrimination laws. If there are any violations of this assurance, USDA, FNS, shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the **[contractor/subrecipient]**, its successors, transferees, and assignees as long as it receives assistance or retains possession of any assistance from USDA. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the **[contractor/subrecipient]**. Attachment A

Sample Assurance Language for U.S. Health and Human Services (HHS) State Agency Contracts and Subrecipient Agreements

ASSURANCE OF COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, SECTION 504 OF THE REHABILITATION ACT OF 1973, TITLE IX OF THE EDUCATION AMENDMENTS OF 1972, THE AGE DISCRIMINATION ACT OF 1975, SECTION 1557 OF THE PATIENT PROTECTION AND AFFORDABLE CARE ACT, AND FEDERAL CONSCIENCE AND ANTI-DISCRIMINATION LAWS

*With respect to compliance with 45 C.F.R. Part 88, the signatory is providing assurance of compliance with such Part to the extent it is in effect during the term of the award. Consistent with applicable court orders, the version of Part 88 in effect as of December 2, 2019, is found at 76 Fed. Reg. 9,976-77 (February 23, 2011).

The Applicant provides this assurance in consideration of and for the purpose of obtaining Federal grants, loans, contracts, property, discounts or other Federal financial assistance from the U.S. Department of Health and Human Services.

THE APPLICANT HEREBY AGREES THAT IT WILL COMPLY WITH:

1. Title VI of the Civil Rights Act of 1964, as amended (codified at 42 U.S.C. § 2000d et seq.), and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 80), to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.
2. Section 504 of the Rehabilitation Act of 1973, as amended (codified at 29 U.S.C. § 794), and all requirements imposed by or pursuant to the Regulation of the Department of Health and

Human Services (45 C.F.R. Part 84), to the end that, in accordance with Section 504 of that Act and the Regulation, no otherwise qualified individual with a disability in the United States shall, solely by reason of her or his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.

3. Title IX of the Education Amendments of 1972, as amended (codified at 20 U.S.C. § 1681 et seq.), and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 86), to the end that, in accordance with Title IX and the Regulation, no person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any education program or activity for which the Applicant receives Federal financial assistance from the Department.
4. The Age Discrimination Act of 1975, as amended (codified at 42 U.S.C. § 6101 et seq.), and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 91), to the end that, in accordance with the Act and the Regulation, no person in the United States shall, on the basis of age, be denied the benefits of, be excluded from participation in, or be subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.
5. Section 1557 of the Patient Protection and Affordable Care Act, as amended (codified at 42 U.S.C. § 18116), and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR Part 92), to the end that, in accordance with Section 1557 and the Regulation, no person in the United States shall, on the ground of race, color, national origin, sex, age, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any health program or activity for which the Applicant receives Federal financial assistance from the Department.
6. As applicable, the Church Amendments, as amended (codified at 42 U.S.C. § 300a-7), the Coats-Snowe Amendment (codified at 42 U.S.C. § 238n), the Weldon Amendment (e.g., Departments of Labor, Health and Human Services, and Education, and Related Agencies Appropriations Act, 2019, Div. B., sec. 507(d), Pub. L. No. 115-245, 132 Stat. 2981, 3118 (Sept. 28, 2018), as extended by the Continuing Appropriations Act, 2020, and Health Extenders Act of 2019, Pub. L. No. 116-59, Div. A., sec. 101(8), 133 Stat. 1093, 1094 (Sept. 27, 2019)), Section 1553 of the Patient Protection and Affordable Care Act, as amended (codified at 42 U.S.C. § 18113), and Section 1303(b)(4) of the Patient Protection and Affordable Care Act, as amended (codified at 42 U.S.C. § 18023(b)(4)), and other Federal conscience and anti-discrimination laws, including but not limited to those listed at www.hhs.gov/conscience/conscience-protections, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 88), to the end that the rights of conscience are protected and associated discrimination and coercion are prohibited, in any program or activity for which the Applicant receives Federal financial assistance or other Federal funds from the Department for which the Federal conscience and anti-discrimination laws and 45 C.F.R. Part 88 apply.

The Applicant agrees that compliance with this assurance constitutes a condition of continued receipt of Federal financial assistance, and that it is binding upon the Applicant, its successors, transferees and assignees for the period during which such assistance is provided. If any real property or structure thereon is provided or improved with the aid of Federal financial assistance extended to the Applicant by the Department, this assurance shall obligate the Applicant, or in the

case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided, this assurance shall obligate the Applicant for the period during which it retains ownership or possession of the property. The Applicant further recognizes and agrees that the United States shall have the right to seek judicial enforcement of this assurance.

Attachment B

FNS Instruction 113-1

XII. Data Collection and Reporting

FNS Headquarters and Regional Offices, State agencies, local agencies, and other subrecipients must provide for and maintain a system to collect the racial and ethnic data in accordance with FNS policy. These data will be used to determine how effectively FNS programs are reaching potential eligible persons and beneficiaries, identify areas where additional outreach is needed, assist in the selection of locations for compliance reviews, and complete reports as required.

A. Collecting and Reporting Participation Data

1. State agencies, local agencies, and other subrecipients are required to obtain data by race and ethnic category on potentially eligible populations, applicants, and participants in their program service area.
2. Systems for collecting actual racial and ethnic data must be established and maintained for all programs. FNS requires recipients of Federal financial assistance to ask all program applicants and participants to identify all the racial categories that apply. This is consistent with existing OMB guidance. OMB states: “Respect for individual dignity should guide the processes and methods for collecting data on race and ethnicity; ideally, respondent self-identification should be facilitated to the greatest extent possible, recognizing that in some data collection systems observer identification is more practical.” FNS also believes that self-identification or self-reporting is the preferred method of obtaining characteristic data. Program applicants and participants should be encouraged to provide the information by explaining the use of the statistical data. The following is an example that may be utilized when soliciting characteristic data from a program applicant/participant:

“This information is requested solely for the purpose of determining the State’s compliance with Federal civil rights laws, and your response will not affect consideration of your application, and may be protected by the Privacy Act. By providing this information, you will assist us in assuring that this program is administered in a nondiscriminatory manner.” If the applicant declines to self-identify, the applicant should be informed that a visual identification of his or her race and ethnicity will be made and recorded in the data system.

In instances where demographic data, specifically racial/ethnic data, is collected via an online system, provisions must be made for the program applicant/participant to self-identify. Once the data is collected via the online system, the program applicant/participant must then be able to verify this data by signing some type of summary printout of this information or correctness and accuracy of the data in some manner.

3. Such systems must ensure that data collected about potentially eligible persons, program

applicants, and participants are:

- a. Collected and retained by the service delivery point for each program as specified in the program regulations, instructions, policies, and guidelines,
 - b. Based on documented records and maintained for 3 years,
 - c. Maintained under safeguards that restrict access of records only to authorized personnel, and,
 - d. Submitted, as requested, to the FNS Regional or Headquarters Offices.
4. Race and Ethnic Categories, Two-Question Format: To provide flexibility and ensure data quality, separate categories shall be used when collecting and reporting race and ethnicity. Ethnicity shall be collected first. Respondents shall be offered the option of selecting one or more racial designations. Recommended instructions accompanying the multiple response for race should specify “Mark one or more” or “Select one or more.” The minimum designations for collection are:
- a. Ethnicity:
 1. *Hispanic or Latino*. A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. The term “Spanish origin” can be used in addition to “Hispanic or Latino.”
 2. *Not Hispanic or Latino*.
 - b. Race:
 1. *American Indian or Alaskan Native*. A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
 2. *Asian*. A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
 3. *Black or African American*. A person having origins in any of the black racial groups of Africa. Terms such as “Haitian” or “Negro” can be used in addition to ‘Black or African American.’
 4. *Native Hawaiian or Other Pacific Islander*. A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
 5. *White*. A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
5. A State agency may have categories for race in addition to the ones required by FNS; however, the additional categories must be mapped and extracted to the FNS- required categories. Provision shall be made to report the number of respondents in each racial category who are Hispanic or Latino.
6. Program applicants/participants may not be required to furnish information on their race or ethnicity unless this information is necessary to determine the applicant’s eligibility to receive a benefit or to determine the amount of benefit to which an eligible participant may be entitled. Self-identification by the applicant/participant is the preferred method of obtaining characteristic data. Where an applicant does not provide this information, the data col-

lector shall through visual observation secure and record the information where possible. However, the data collector may not “second guess,” or in any other way change or challenge a self-declaration made by the applicant as to his or her race or ethnic background unless such declarations are patently false.

Refer to FNS Program appendices for additional information.

- B. Determining the Eligible Population. State agencies must identify the population of potentially eligible persons to participate in an FNS program by racial and ethnic data category for each service delivery area, project area or county. The information may be derived from standard statistical sources such as reports issued by the U.S. Census Bureau or Bureau of Vital Statistics. State agencies may also use data or information collected by other Federal and State agencies (e.g., Department of Education (DOEd).)

Appendix A: Food Stamp Program (FSP)

I. Data Collection

As specified at 7 CFR Part 272.6(g), State agencies must obtain racial and ethnic data on participating food stamp households and report the information to FNS on the *FNS 101, Participation in Food Programs*. State agencies may request applicant households to identify voluntarily their race and ethnicity on the application form. The application form must clearly indicate that the information is voluntary, that it will not affect the applicant’s eligibility or benefit level, and that the information is to assure that program benefits are distributed without regard to race, color, or national origin. The data must be maintained on file for 3 years.

State agencies are responsible for using current racial or ethnic data to determine if the program is reaching potentially eligible, low-income households. Unexplained discrepancies in participation data that indicate a project area is not in compliance with CR requirements must be reviewed or investigated further. Trend analyses must also be conducted to determine if significant changes in racial and ethnic data warrant further review or investigation.

Appendix C: Food Distribution

D. DATA COLLECTION AND REPORTING (Section VI)

State agencies and local agencies or other subrecipients that operate FDPIR and CSFP must collect and maintain racial or ethnic data as specified below. The other commodity programs listed under this Appendix are exempt from this requirement.

Participant Racial or Ethnic Data Collection and Retention


The State agency must establish a system for collecting and maintaining racial or ethnic participation data. Recording the racial or ethnic identification of applicants and participants may include the utilization of self-identification where a written application is required. Other methods of recording such data may include card files, rosters, logbooks, or any written record used by local agencies or other subrecipients. The racial and ethnic identification categories are listed in the Definitions section of this Instruction at Section V. The State agency must:

1. Ensure that racial or ethnic participation data is collected by the local agency or other subre-

recipient and retained at the service delivery point.

2. Ensure that documentation for the data collected by the local agency or other subrecipient is on file and maintained for the required 3 years. Data obtained shall be made available at the time of each compliance review by the State agency or FNSRO.
3. Use Form FNS-101, Participation in Food Programs – By Race, to record and submit to FNS racial or ethnic participation data for FDPIR households. Use Form FNS-191, Racial or Ethnic Group Participation – Commodity Supplemental Food Program, to record and submits to FNS racial or ethnic participation data for CSFP households. These reports must be submitted in accordance with the instructions contained on the respective forms.
4. Ensure that access to data is limited to authorized personnel.

3035 Verification

| | | | |
|---|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Verification | |
| | Effective Date: | October 2024 | |
| | Chapter: | 3000 | Policy Number: |
| Previous Policy Number(s): | MT-78 | Updated or Reviewed in MT: | MT-79 |

Requirements

The agency must give the Assistance Unit (AU) at least 10 days to verify information and to offer assistance in obtaining information.

Basic Considerations

Verify the following information prior to certification of *initial applications*:

- identity
- citizenship and immigrant status
- residency
- gross income
- actual utility expenses if the AU is not eligible for the mandatory standard utility allowance (SUA)
- disability
- medical expenses
- shelter expenses
- student status
- legally obligated and actual child support payments
- ABAWD work hours, participation, and countable months including months in another state

- Compliance with Supplemental Nutrition Assistance Program (SNAP) work program sanction
- all questionable information

At *recertification (renewal)*, verify:

- gross income
- medical expenses
- shelter expenses if it has not been previously verified or if a change was reported
- actual utility expenses if the AU is not eligible for the mandatory standard utility allowance (SUA)
- ABAWD work hours, participation, and countable months including months in another state
- Compliance with SNAP work program sanction
- information that is incomplete, inaccurate, inconsistent, or questionable

At periodic report verify the following information **IF** it has changed:

- household composition
- address and applicable shelter costs
- ABAWD work requirements
- gross income (earned and self-employment)
- gross unearned income (**IF** it has changed by more than \$100 or the income will cause the case to terminate)
- lottery and gambling winnings
- child support deductions

Any information that is incomplete, inaccurate, inconsistent, or questionable must be verified.

Refer to the [Summary Verification Chart](#) in this section for verification required at interim changes and periodic reporting.

Refer to Documentation Standards to determine the information and verification needed for each point of eligibility.

The AU's statement is accepted as a last resort.

Third Party Verification

Verification is the use of documents, collateral contacts, home visits, computer matches and documentation, which confirms the accuracy of statements and information.

Third-party verification is contact with an individual or outside entity to obtain information about an AU's circumstances.

Third-party verification includes the following:

- Documents - legal agreements, contracts, bills, leases, medical or doctor's statements, prescription receipts, check stubs, employer statements, social security cards, driver's licenses, etc.
- Collateral contacts – an oral or written statement from a third-party contact with a social service agency, a landlord, a letter from a non-custodial parent, etc.
- Home visits - visits made by DFCS personnel or other state, local, community or federal agencies to confirm the accuracy of statements and information.
- Computer matches – Gateway interfaces with other federal, state, and local computer systems to compare and provide data regarding AU members.

Documents

When possible, documents are used as the primary source of verification. Documents provide written evidence of the AU's statements. Certain documents or copies of documents are filed in the case record as proof of the AU's circumstances.

Collateral Contacts

A collateral contact is an oral or written confirmation of the AU's circumstances by a non-AU member. The collateral contact may be made in person, over the telephone, or in writing.

When taking a collateral statement on the telephone or in person, document in the case record the name, address or telephone number of the contact, the date of the contact and the collateral contact's statements regarding the AU.

If a written statement is provided by the collateral contact, the individual completing the statement must sign the statement. The statement should be dated but if it is not dated, DFCS is to date stamp or record on the statement the date it is received.

The telephone number, address or another way to contact the collateral contact must be furnished.

This information may be provided as a part of the written collateral statement or recorded in the case file.

If a collateral statement is unacceptable to the agency because it is not completed correctly or lacks the required information and the AU is cooperating with providing information, the agency must offer assistance to the AU.

The agency may ask the AU to provide another collateral contact, select another one for the AU if the AU fails to designate one or designates one that is unacceptable to the agency, or contact the collateral contact directly. Examples of acceptable collateral contacts include employers, landlords, neighbors, social service agencies, etc.

The agency may substitute a home visit or select an alternative form of verification if circumstances warrant.

The agency must make sure that the AU understands what information is needed from the collateral contact.

When talking with a collateral contact, the agency must disclose only the information that is

absolutely necessary to get the information being sought. Avoid disclosing the following information:

- that the AU has applied for benefits
- information supplied by the AU
- information that cannot be released to anyone, including the AU as provided in Section 3005.

OR

- the suggestion that the AU is suspected of any wrongdoing.



The intent of this policy is to minimize the disclosure of information.

Home Visits

Home visits may be used as verification. DFCS employees may use home visits if one of the following situations occur:

- third-party verification is insufficient to make a firm determination of eligibility or the benefit level
- third-party verification cannot be obtained, and the AU's statements are questionable

The home visit must be prearranged with the AU.



A home visit cannot be made or used as verification solely because an AU fits the profile of an error-prone AU as defined by the agency.

Computer Matches

Refer to [3500 Computer Matches Overview](#); [3505 Income and Eligibility Verification System \(IEVS\)](#); [3515 Clearinghouse](#); [3520 Social Security Administration \(SSA\) Prisoner Verification Inquiry](#) and [3525 Social Security Administration \(SSA\) Death Verification Inquiry](#).

These sections provide policy regarding verification of case information via computer matches.

Consider information received from the Social Security Administration (BENDEX and SDX), TANF, DOL Unemployment Compensation Benefits (UCB) match, the Division of Child Support Services (DCSS) Child Support interface, and Vital Records Inquiry, as verified. No other follow-up is required.

Effective July 1, 2024, consider information received from Truvu as verified **IF** the data has been certified by the customer and does not appear to be questionable.

Before July 1, 2024, the Work Number was a computer match used and was considered to be verified upon receipt unless questionable.

If information from these sources appears to be questionable or inconsistent, request verification from the AU or source.

The agency must not require the AU to present verification in person at the SNAP office.

AU Statement

The AU's statement may be accepted for some basic eligibility criteria such as AU composition, certain work registration statuses, and enumeration.

The AU's statement may be accepted as verification if the AU has made all efforts to obtain third-party verification and it cannot be obtained, there is no available source, and the information provided is sufficient to make an eligibility determination or benefit level.

Document the following information when the AU's statement is accepted as verification:

- The deadline for verification and all contacts made to verify through a third-party source
- The reason verification cannot be obtained through third-party sources such as a company went out of business, closed, or information is unavailable.
- The information provided by the AU

Verification of Income

All attempts must be made to verify an AU's eligibility for benefits. Verify gross earned income using Truv (if available), pay stubs, Form 809, or a letter from the employer. Verify gross unearned income using a letter, statement from the source, or Form 139 for contributions/vendor payments.

If verification of income may not be obtained because an employer, agency, or organization has failed to cooperate with the AU and all other sources are unavailable, use the best available information and determine an amount to use to establish eligibility.

Verification of Citizenship

Use the SAVE system to verify the eligible status of immigrants applying for benefits.

If an immigrant does not want to verify his/her immigration status, the AU may withdraw its application or participate in the program without that member.

Consider the following when verifying an immigrant's status:

- date of admission
- date status was granted
- battered status
- if the immigrant was residing in the U.S. after August 22, 1996
- membership in certain Indian tribes
- if a lawful permanent resident alien can be credited with 40 qualifying quarters of covered work
- if an immigrant meets a condition for indefinite eligibility
- if an immigrant is the surviving spouse or child of an eligible alien
- if an immigrant was a member of certain Hmong or Highland Laotian tribes
- if the immigrant has resided in the U.S. for at least 5 years

Refer to [3320 Citizenship/Alien Status](#), for policy on how to determine eligibility for citizens and aliens.

Verification of Residency

Residency should be verified using information such as a mortgage statement, lease, and utility bills. Residency can also be verified by the Georgia Department of Driver Services (DDS) interface if the results from the interface verify that the customer has a current and valid Georgia Driver's License or Identity card. If residency cannot be verified with these sources, use a collateral contact or other document. Verify utility expenses only when the AU claims an actual expense. Otherwise, the AU's statement is accepted as verification of utility expenses. Refer to Section 3340, Residency.

Verification of Identity

An applicant's identity must be verified. If an authorized representative or another individual applies on behalf of the AU, both the authorized representative and the applicant's identity must be verified. Refer to Section 3335, Identity.

Verification of Student Status

If a student claims to be physically or mentally unfit for purposes of the student exemption, verification may be required. Verification of unfitness may consist of a permanent disability such as the receipt of SSI or SSA benefits or a temporary disability, which consists of a statement from a doctor or certified psychologist. Refer to Section 3245, Students.

Verification of Child Support Deduction

Verify the legal obligation to pay child support, the obligated amount of support, and the actual monthly amount that is paid. The court-ordered document showing the legally obligated support cannot be used to verify the AU's actual payments. The non-custodial parent or other person responsible for paying the support must verify the actual payments.

The Division of Child Support Services (DCSS) files may be used to verify the legally obligated and actual child support amounts if paid/received through this system. Refer to Section 3616, Child Support Deduction.

Verification of ABAWD Participation

Verify an ABAWD's participation, work hours, and countable months using Form 516, Attendance Sheet, Form 809, check stubs, Employer Statement, etc. If an ABAWD has participated in another State's employment and training (E&T) program, verify the number of countable months the ABAWD has obtained in that state.

An AU may provide verification using any of the following methods:

- Georgia Gateway system
- through the mail
- in person
- by facsimile or another electronic device

- through an authorized representative

Verification of Questionable Information

The agency may request verification of any eligibility factors that are questionable, or unclear, and that may affect on the AU's eligibility and benefit level.

The AU has primary responsibility for providing verification to support statements or to resolve questionable information.

If the agency receives conflicting information or there is a discrepancy in the information provided by the AU, then verification must be requested to clarify the AU's circumstances.

Examples of household circumstances that may require additional information are:


- AU composition
- Separate household status
- Household expenses that exceed income
- Name on paystub differs from employed SNAP AU member's name

 This list is not all-inclusive.

Procedures

Follow the procedures below to resolve questionable or unclear information or discrepancies in information.

1. If there is an obvious discrepancy, request additional information from the AU.
2. Use the additional information to determine eligibility if it resolves the discrepancy.
3. If verification is provided and discrepancies still exist, contact the AU. Document all household circumstances in the case file. Close the case if it is a point of eligibility.
4. If mandatory verification is not provided, close the case for failure to provide information.

 When requesting information, the request should ask for information that is needed to determine eligibility.

There are some instances in which the AU has verified questionable information such as when expenses exceed income by providing current utility bills with past due amounts.

Although the AU is unable to pay its household expenses with reported income, the discrepancy regarding household expenses and income has been resolved.

In instances where an AU member has reported earnings and provided paystubs with a different name on the stub, the AU member has verified earnings as required by policy. The purpose of documenting the paystubs is not to verify identity but earnings.

The household may attest to the accuracy of the stubs by providing a reasonable explanation for the discrepancy with the name on the stub.

The agency may use these stubs to determine the AU's eligibility.

The agency must ensure that the Verification Checklist, [Form 173](#), is inclusive of all mandatory verification needed as determined during the interview process.

Incomplete Verification

If the verification returned is not complete, a *reminder notice* may be sent to the AU. If the AU submits verification that does not include all items indicated on the verification checklist, additional contact with the AU may be necessary such as a reminder notice.

Sending a *reminder notice* provides good customer service to the AU, while still allowing the agency to take action within the appropriate SOP.

The *reminder notice* could be a copy of the original, [Form 173](#), Verification Checklist, highlighting verification that was not received, copies of what was provided, and the postmarked envelope.

The original checklist and the portion of the verification that was returned should be retained in the case file.

If it is determined that the original Verification Checklist did not list all mandatory verification, a 2nd Verification Checklist with a new deadline is required. Negative actions may not be taken on a case until the day after the verification deadline, even if the deadline is beyond the appropriate SOP.

Documentation of ineligibility factors is important. If an application is denied or a case is closed, documentation of the reason for termination or denial is required. The correct system code should be used when documenting the reason for case closures.















Termination/Denials

If the termination or denial is due to failure to verify information, there must be documents such as a verification checklist or other documentation to support that specific information, documents, or verification was requested and not returned within the required time frame. The verification deadline and the specific information that was not returned are documented to establish the cause of ineligibility.









Procedures

Verify household information as provided by policy in this manual. Information is verified either by Third-Party Source (TPS) or the AU's statement (AUS). [Chart 3035.1, Summary Verification Chart](#), is used to determine verification that is required at initial application, recertification, interim change, and periodic reporting.




Chart 3035.1 - Summary Verification Chart

















| Basic Eligibility Criteria | Application | Recertification | Interim Change | Periodic Reporting |
|---------------------------------|--|--|--|--|
| Identity | TPS | AUS  Verify if identity has changed. | AUS  Verify if identity has changed. | AUS  Verify if identity has changed. |
| AU Composition | AUS | AUS | AUS | AUS |
| Citizenship | TPS Ex: birth certificate, hospital record | AUS  If good cause was granted or a newborn's citizenship has not been verified, TPS is required.  Citizenship must be verified only once. | TPS Ex: birth certificate, hospital record | N/A  If good cause was granted or a newborn's citizenship has not been verified, TPS is required.  Citizenship must be verified only once. |
| Immigrant / Alien Status | TPS Ex: Alien Registration Card (green card) | AUS  If initially approved without G-845 or other USCIS documents, then a third-party source is required. | TPS Ex: Alien Registration Card (green card) | N/A  If initially approved without G-845 or other USCIS documents, then a third-party source is required. |
| Enumeration | AUS  Verify by TPS if SSN is not valid | AUS  If good cause was granted or a newborn's enumeration has not been verified within 6 months of birth, TPS is required. | AUS  Verify by TPS, if SSN is unknown or, SSN is not valid | N/A  Verify by TPS, if SSN is unknown or, SSN is not valid.  If good cause was granted or a newborn's enumeration has not been verified within 6 months of birth, TPS is required. |
| Residency | TPS Ex: lease or utility bill | AUS Verify by TPS if information is <i>questionable</i> | AUS | N/A |
| Lawbreakers | AUS Verify by TPS if information is <i>questionable</i> | AUS Verify by TPS if information is <i>questionable</i> | AUS | N/A |

| Basic Eligibility Criteria | Application | Recertification | Interim Change | Periodic Reporting |
|---|--|--|---|---|
| Prison Matches | AUS  Verify by TPS if information is <i>questionable</i> or has changed. | AUS  Verify by TPS if information is <i>questionable</i> or has changed. | AUS  Verify by TPS if information is <i>questionable</i> , has changed, or addition of AU member. | N/A |
| Work Registration: Incapacity | TPS Ex: statement from doctor | TPS Ex: statement from doctor | TPS Ex: statement from doctor | N/A (See note at bottom of chart) |
| Work Registration: Enrollment in School / Training | TPS If A/R is < 18 years old and a student, refer to earned income. | TPS If A/R is < 18 years old and a student, refer to earned income. | TPS If A/R is < 18 years old and a student, refer to earned income. | N/A (See note at bottom of chart) |
| Work Registration: Caretaker of Incapacitated Person Required Care | TPS Ex: statement from doctor | TPS Ex: statement from doctor | TPS Ex: statement from doctor | N/A (See note at bottom of chart) |
| Work Registration: Employment | AUS Refer to earned income requirements at application. | AUS Refer to earned income requirements at recertification. | AUS Refer to earned income requirements at interim change. | AUS Refer to earned income requirements at periodic reporting. |
| Work Registration: Application or Receipt of Unemployment Compensation | AUS Refer to unearned income requirements at application. | AUS Refer to unearned income requirements at recertification. | AUS Refer to unearned income requirements at interim change. | AUS Refer to unearned income requirements at periodic reporting. |
| Work Registration: ABAWD Employed 20-29 hours per week | TPS Ex: pay stubs | TPS Ex: pay stubs | AUS  Verify by TPS if there is an increase in benefits | AUS  Verify by TPS if it has changed Ex: pay stubs |
| Work Registration: ABAWD / Mandatory Registrant Compliance with E&T (Sanction) | TPS Ex: Attendance Sheet | TPS Ex: Attendance Sheet | TPS Ex: Attendance Sheet | N/A (See note at bottom of chart) |
| School Attendance for a child < 18 years of age | AUS  Verify by TPS if the student is employed. | AUS  Verify by TPS if the student is employed. | AUS  Verify by TPS if the student is employed. | N/A (See note at bottom of chart) |

| Basic Eligibility Criteria | Application | Recertification | Interim Change | Periodic Reporting |
|---|--|--|--|--|
| Wages of a child < 18 years of age | AUS Verify by TPS if the student is employed and will turn 18 during the certification period or if the student is not in school and not under parental control.  | AUS Verify by TPS if the student is employed and will turn 18 during the certification period or if the student is not in school and not under parental control.  | AUS Verify by TPS if the student is employed and will turn 18 during the certification period or if the student is not in school and not under parental control.  | AUS Verify by TPS if the student is employed and will turn 18 during the certification period or if the student is not in school and not under parental control AND a change in income was reported.  |
| Student Status for Higher Education: Enrollment Criteria | AUS | AUS | AUS | N/A (See note at bottom of chart) |
| Student Status for Higher Education: Work Study Criteria | TPS Ex: Form 875 or statement from school | TPS Ex: Form 875 or statement from school | TPS Verify by TPS if there is an increase in benefits Ex: Form 875 or statement from school | N/A (See note at bottom of chart) |
| Resources | Application | Recertification | Interim Changes | Periodic Reporting |
| Liquid Resources | AUS Verify by TPS if the total countable liquid resources exceed 75% of the limit. Refer to Section 3405, Resources.  | AUS Verify by TPS if the total countable liquid resources exceed 75% of the limit. Refer to Section 3405, Resources.  | AUS Verify by TPS if the total countable liquid resources exceed 75% of the limit. Refer to Section 3405, Resources.  | AUS Verify by TPS if the total countable liquid resources exceed 75% of the limit. Refer to Section 3405, Resources.  |


| Basic Eligibility Criteria | Application | Recertification | Interim Change | Periodic Reporting |
|-------------------------------|---|--|--|---|
| <p>Earned Income</p> | <p>TPS</p> <p>Ex: Truv, pay stubs, Form 809.</p> <p>i Truv income must be certified by the customer to be considered as verified.</p> <p>i Income must be verified by TPS even if the reported income will result in a denial of benefits.</p> | <p>TPS</p> <p>Ex: The Truv, pay stubs, Form 809.</p> <p>i Truv income must be certified by the customer to be considered as verified.</p> <p>i Income must be verified by TPS even if the reported income will result in a termination of benefits.</p> | <p>AUS</p> <p>i Verify by TPS if the amount of income has changed by more than \$50 or if the information is incomplete, inaccurate, inconsistent, or outdated.</p> <p>Verify by TPS if a change in income will result in termination or denial of benefits.</p> | <p>AUS</p> <p>i Verify by TPS if the earned income has changed. Changes may include changes in the wage rate, salary, full-time or part-time employment status, or source of income, including starting a job.</p> <p>Verify by TPS if a change in income will result in termination of benefits.</p> |
| <p>Unearned Income</p> | <p>TPS</p> <p>i Income must be verified by TPS even if the reported income will result in a denial of benefits.</p> | <p>AUS</p> <p>i Verify by TPS if the amount has changed by more than \$50 or if the change will result in a termination.</p> | <p>AUS</p> <p>i Verify by TPS if the amount of income has changed by more than \$50 or if the information is incomplete, inaccurate, inconsistent, or outdated.</p> <p>Verify by TPS if a change in income will result in termination or denial of benefits.</p> | <p>AUS</p> <p>i Verify by TPS if the AU reports a change in the unearned income of more than \$100 or if the income will result in termination of benefits.</p> |

| Basic Eligibility Criteria | Application | Recertification | Interim Change | Periodic Reporting |
|---|--|--|---|--|
| Termination of Earned or Unearned Income | <p>TPS</p> <p>Verify by TPS if termination is within 30 days of the application.</p> <p>Verify last day employed, last date of pay, reason for separation or termination, and amount paid if income is budgeted for the intervening and/or ongoing month.</p> | <p>TPS</p> <p>If AU is no longer employed and the job is budgeted in Gateway, termination of employment must be verified no matter when the job ended to remove the income.</p> <p>If the job shows in Clearinghouse and is not budgeted in Gateway, verify if the employment has terminated within the last 30 days.</p> <p>Verify terminated income and termination of employment.</p> <p>Verify last day employed, last date of pay, reason for separation or termination, and amount paid if income will be budgeted for the ongoing month.</p> | <p>AUS</p> <p> Verify by TPS if there is an increase in benefits.</p> <p>Verify last day employed, last date of pay, and reason for separation or termination.</p> <p>Verify amount received if income will be budgeted for the ongoing month</p> | <p>TPS</p> <p>If AU is no longer employed and the job is budgeted in Gateway, termination of employment must be verified no matter when the job ended to remove the income.</p> <p>Verify last day employed, last date of pay, reason for separation or termination, and amount paid if income will be budgeted for the ongoing month.</p> |
| Self-Employment Income | <p>TPS</p> <p>Ex: tax return, monthly receipts or business records, work log</p> | <p>TPS</p> <p>Ex: tax return, monthly receipts, business records, work log</p> | <p>AUS</p> <p> Verify by TPS if the amount of income has changed by more than \$50 or if the information is incomplete, inaccurate, inconsistent, or outdated.</p> <p>Verify by TPS if a change in income will result in termination or denial of benefits.</p> | <p>AUS</p> <p> Verify by TPS if a change in self-employment is reported.</p> <p>Ex: tax return, monthly receipts, business records, work log</p> |
| Educational Income | AUS | AUS | AUS | AUS |
| Student Loans | AUS | AUS | AUS | AUS |

| Basic Eligibility Criteria | Application | Recertification | Interim Change | Periodic Reporting |
|---------------------------------|---|--|---|---|
| Vendor Payments | AUS  Verify by TPS if questionable. | AUS  Verify by TPS if questionable. | AUS  Verify by TPS if questionable. | AUS  Verify by TPS if questionable. |
| Deductions | Application | Recertification | Interim Changes | Periodic Reporting |
| Dependent Care Deduction | AUS  Verify by TPS if the expense is questionable. | AUS  Verify by TPS if the expense is questionable. | AUS  Verify by TPS if the expense is questionable. | N/A |
| Child Support Deduction | TPS Verify obligation to pay and actual amount paid. Ex: court order, receipts, check | TPS Verify by TPS when there is a new source, change in obligated amount, or payment amount has changed by more than \$25. | AUS  Verify by TPS if there is an increase in benefits. | TPS Verify by TPS when there is a new source, and/or change in obligated amount or payment amount. |
| Shelter Deduction | TPS Ex: rent receipt, lease, mortgage statement, insurance bill | AUS  Verify by TPS if it has not been previously verified or if a change was reported | TPS Ex: rent receipt, lease, mortgage statement, insurance bill | AUS  Verify by TPS if a change was reported |
| Utility Deductions | AUS  Verify if the AU is ineligible for the SUA because he/she has only one utility expense. | AUS  Verify by TPS if the AU is ineligible for the SUA because he/she has only one utility expense. | AUS  Verify by TPS if the AU is ineligible for the SUA because he/she has only one utility expense. | AUS  Verify by TPS if the AU is ineligible for the SUA because he/she has only one utility expense. |
| Medical Deductions | TPS Ex: hospital bill, prescription drug print-out, SSA award letter to verify Medicare premium  Verify by AUS if it is for mileage for medical transportation. Ex: picking up medication from pharmacy, driving back and forth to the doctor, etc. | TPS Ex: Hospital bills, prescription drug print-out.  Verify by AUS if it is for mileage for medical transportation. Ex: picking up medication from pharmacy, driving back and forth to the doctor, etc. | AUS Verify by TPS if reported by the AU and the amount has changed by more than \$25 or a new expense is reported. | N/A |

- i** At Periodic Report, if a change is reported that impacts work registration status then it must be reviewed, and verification may be required based on the policy for the specific work registration status. Refer to [3350 Work Registration](#).
- i** If any information is questionable, the AU may be required to verify eligibility by a Third-Party Source (TPS).

3040 Health Information Portability and Accountability Act of 1996

| | | | | |
|---|---|---|-----------------------|------|
|  | Georgia Division of Family and Children Services | | | |
| | SNAP Policy Manual | | | |
| | Policy Title: | Health Information Portability and Accountability Act of 1996 | | |
| | Effective Date: | September 2019 | | |
| | Chapter: | 3000 | Policy Number: | 3040 |
| Previous Policy Number(s): | MT-23 | Updated or Reviewed in MT: | MT-55 | |

Requirements

DFCS is required to comply with the Health Information Portability and Accountability Act (HIPAA) of 1996, including its rules regarding security and privacy of confidential health information.

Basic Considerations

HIPAA was enacted by Congress to provide group and individual insurance reform, introduce tax-related health care provisions, control healthcare fraud and abuse, and to ensure improvement in healthcare systems.

Covered Entity Status

The Georgia Department of Human Services (DHS) has chosen Covered Entity status to promote simplification of information sharing within the Department.

Who Must Comply

This policy applies to all individuals who are Georgia Department of Human Services (DHS) employees, volunteers, trainees, and contractors who perform duties in conjunction with the access, distribution, dissemination, modification, and management of protected health information.

Other Related Confidentiality Requirements

DHS administers programs and provides services that have more stringent requirements than those provided by the Privacy Rule. In the administration of such programs and provision of such services, the department will adhere to the more stringent requirements.

Privacy Rule

The Privacy Rule, effective April 14, 2003, ensures privacy protection by limiting the ways that Protected Health Information (PHI) can be used and released.

Notice of Privacy Practices

Every applicant/recipient (A/R) and Personal Representative (PR) must be provided with a **Form 5460, Notice of Privacy Practices**, for each initial application for assistance. If an application is received in another program area such as TANF or Medicaid, then a new form is required for the new application.



The addition of an AU member to an existing case is considered an application for assistance. Send Form 5460 if the new member is age 18 and older.

Each adult member (age 18 and older) who does not have a face-to-face interview must be mailed a Notice of Privacy Practices (NPP) form to sign. The individual's name and the date the form was mailed to the A/R should be documented in Gateway. Refer to Appendix D, for documentation standards.

It is preferable, but not required, that each adult sign and return the form. However, the case record must be documented that the notice form was sent.

Personally Identifiable Information

PHI is individually identifiable health information. Examples of PHI include, but are not limited to the following:

- demographic information, such as name, age, gender
- health status information
- prescription drug information
- healthcare payment information
- prior existing conditions
- eligibility information
- authorization and referral certifications

PHI may be in electronic, paper-based, or oral form.

Minimum Necessary

Covered entities may use and share only the minimum amount of protected information necessary to accomplish a particular purpose.

DHS is responsible for determining the amount of PHI required per function. Upon determination of minimum necessary PHI, DHS will communicate this decision to all affected parties.

Use and Disclosure

The Privacy Rule prohibits the use and disclosure of PHI for purposes not related to treatment, payment, or health care operations.

The identity of a person requesting PHI and his/her authority to receive such information must be verified prior to release of PHI.

As a covered entity, DHS is permitted, but not required, to use and disclose PHI, without an individual's authorization in certain situations and for specific purposes.

The following uses and disclosures **do not** require authorization from the individual:

- treatment, payment, and health care operations (TPO)
- public health agencies activities
- health oversight and regulatory agency activities
- judicial proceedings and law enforcement investigations
- healthcare fraud investigations
- emergency situations
- de-identified information (health information not connected with information identifying the individual)

The following uses and disclosures **do** require authorization from the individual:

- third party disclosures
- marketing and fund-raising activities
- non-health related affiliates
- underwriting or risk rating activities
- employment determinations
- sale, rental or barter of PHI
- psychotherapy records other than psychotherapy notes

Form 5459

Prior to the release of PHI that requires authorization; the A/R must complete and sign DHS Form 5459 Authorization for Release of Information.

Signed, blank Form 5459s are not permissible and may not be used for any purpose. Form 5459 may be used to release or obtain information only if the A/R or PR has specified, on the form, to which information is to be released or from whom information is to be obtained.

Administrative Requirements

DHS will maintain compliance with HIPAA Privacy Rule administrative requirements including, but not limited to:

- designation of a privacy officer who is responsible for the development, implementation and maintenance of privacy policies and procedures.
- development, implementation, and documentation of timely and effective privacy training.
- development, maintenance, and enforcement of compliant procedures.
- enforcement of appropriate sanctions for failure to comply with HIPAA regulations.

Security Rule

The HIPAA Security Rule ensures the security of PHI by specifying how PHI is stored, transmitted, and accessed.

Guidelines for safeguarding PHI include, but are not limited to:

- PHI will be discussed with the A/R or PR only in private areas
- PHI will be discussed with staff members on a need-to-know basis and in non-public areas only
- telephone calls regarding PHI will be held in areas in which the conversation cannot be overheard
- computer monitors will be positioned in a way that does not permit observation by anyone other than the A/R or PR
- computer passwords will not be shared and will be recorded only in secure locations
- PHI will be disclosed only by those staff members authorized to do so
- access to fax machines will be limited to authorized staff
- case records, mail, documentation, and other materials containing PHI will be maintained in locked or otherwise secure locations, away from the general public
- staff members will wear appropriate agency-issued identification at all times
- PHI will be discarded in appropriate secure containers.

DHS will maintain compliance with HIPAA Security Rule administrative requirements including, but not limited to:

- development and enforcement of information access control
- completion of internal security audits
- enforcement of physical safeguards including workstation/office guidelines
- enforcement of appropriate sanctions for failure to comply with HIPAA regulations
- development, implementation, and documentation of security awareness training.

Business Associate Agreement

HIPAA requires that covered entities notify business associates and contractors of their status as a covered entity and the requirement to adopt and implement standards and procedures for handling PHI. Additionally, business associates must be notified that they must comply with applicable provisions of the Privacy Rule.

A Business Associate is defined as any provider performing a function or providing a service involving use or disclosure of PHI, on behalf of the Department. The arrangement may be through formal or informal arrangements.

Appointing authorities must ensure and document that all DFCS employees complete HIPAA training as part of new employee orientation.


HIPAA provides for both civil and criminal penalties for covered entities that misuse PHI.

For **civil** violations of HIPAA standards, the Office of Civil Rights (OCR) may impose monetary penalties up to \$100 per violation and up to \$25,000 for multiple violations.

Criminal penalties range from \$50,000 and one (1) year in prison for certain offenses, to \$100,000 and five (5) years in prison for offenses committed under false pretenses, up to \$250,000 and ten (10) years in prison for offenses committed with the intent of personal gain or malicious harm.

Additional HIPAA information is available at: www.dhs.gov and www.hhs.gov/ocr/hipaa.

3100 Application Process Overview

| | | | | |
|---|--|------------------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Application Process Overview | | |
| | Effective Date: | July 2024 | | |
| | Chapter: | 3100 | Policy Number: | 3100 |
| | Previous Policy Number(s): | MT-55 | Updated or Reviewed in MT: | MT-78 |

Requirements

The application process begins with the request for the Supplemental Nutrition Assistance Program (SNAP) and ends with notification to the Assistance Unit (AU) of its eligibility status. Refer to Section 3205 for definitions of an Assistance Unit.

Basic Considerations

An inquiry regarding SNAP can be made at any time. Information regarding SNAP is provided to an individual without requiring an application to be filed.

An application must be provided to anyone who requests one.

An application can be requested in person, by mail, over the phone, electronically, or at any designated agency.


Pursuant to section 11(e)(2)(b)(v)(II) of the Food and Nutrition Act of 2008, Title 7 of the Electronic Code of Federal Regulations (7CFR), section 273.2 (f)(1)(ii), and the Social Security Act §1137(a); 42 U.S.C. § 1320b-7(a), individuals who are applying for SNAP benefits must verify their citizenship, immigration status and/or provide or apply for an SSN. The AU may withdraw its application **or** participate without an AU member if that individual does not verify his/her citizenship, immigration status, or provide or apply for an SSN.

Individuals who **are not** applying for SNAP benefits may be designated as non-applicants. Non-applicant AU members are not required to provide an SSN, verify citizenship or immigration status, and are ineligible for SNAP benefits. The income and resources of non-applicant AU members are counted to determine the eligibility and benefit level for the remaining AU members.

The agency must take and process all applications in a timely manner. Applicants must be screened for expedited processing.

All AUs must be notified of their eligibility for benefits.

3105 Application Processing

| | | | |
|---|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Application Processing | |
| | Effective Date: | July 2024 | |
| | Chapter: | 3100 | Policy Number: |
| Previous Policy Number(s): | MT-77 | Updated or Reviewed in MT: | MT-78 |

Requirements

The application process begins with the request for Supplemental Nutrition Assistance Program (SNAP) benefits and ends with notification to the assistance unit (AU) of its eligibility for benefits.

Basic Considerations

The application process includes filing and completing an application, being interviewed, having certain information verified, and processing information in the eligibility system within the required standard of promptness.

Anyone may apply for SNAP benefits including the following individuals:

- Head of the AU
- Other responsible adult AU members
- Authorized representative (Refer to [3120 Authorized Representative](#))
- Authorized representatives for residents of drug and alcohol treatment centers (Refer to [3120 Authorized Representative](#))
- Residents of a group home
- IPV disqualified individual if that individual is the only adult member of the AU.

Head of the AU

A SNAP AU, consisting of only one adult member will have that member designated as the head of the AU.

If a SNAP AU consists of two or more adult AU members and one of the adults is a parent to children living in the AU, then the AU may select the adult parent or an adult serving in a parental role to children less than 18 years of age in the AU, as the head of the AU. The adults in the AU must agree on the designation of the head of the AU for SNAP purposes.

An adult is defined as an individual who is:

- age 18 and over
- head of the AU if under 18

A parent is defined as:

- a natural

- adoptive
- stepparent, or
- a person serving in a parental role

An AU, which consists of no adults, is allowed to select any AU member as the head of the AU. The person selected should be the person with responsibility for the AU's business affairs.

If the AU does not make a decision as to who is the head of the AU, the assigned Eligibility Specialist will make that determination.

The person designated as the head of the AU should appear as the first entry on the computer database for that case.

SNAP AUs may select the head of the AU at each initial application or recertification (renewal) and when there is a change in AU composition. The agency must explain to all AUs at the time of application and when changes in AU composition occur (which could affect the head of the AU designation) of the AU's right to select a head of the AU. The explanation shall include a discussion of the household's option to select the head of the AU, the circumstances under which an AU may change its designation, and how that change should be reported. Refer to [3715 Interim Changes](#) for policy on changes in the head of the AU.

Availability of Application Forms

The application form must be provided to the AU upon request. The county office that receives a request for an application form must give or mail the form to the AU and inform the AU of where and how to apply.

Initial Application

An initial application is an application that is filed following any period in which the AU has not been certified for benefits. A recertification (renewal) application is an application filed within the last month of the certification period or within 30 days following the last month of the current certification period.



Refer to [Chart 3710.1, Recertification \(Renewals\)](#), for procedures on how to process applications received within 30 days following the end of a certification period.

Right to Same Day Filing

The "Right to Same Day Filing" allows individuals to begin the application process and have access to SNAP benefits at any time they make a request for assistance.

An individual has the right to file an application on the day of the initial request for benefits. The agency cannot refuse anyone the right to same day filing and must inform the individual of the right to file an application form on the same day he/she or his/her representative contacts the agency, in person or by phone, expressing interest in obtaining assistance.

If an individual requests an application by mail, the right to same day filing is met if the application is mailed on the day the person makes the request to the agency. The date of application is the date the application form is received by the agency.


The “Right to Same Day Filing” affects the following:

- date to begin the processing standards
- date to begin proration of initial benefits

Filing an Application

An AU may file an application by submitting a completed application in one of the following ways:


- in person
- through an authorized representative (Refer to [3120 Authorized Representative](#))
- by phone via the Customer Contact Center
- by fax or other electronic transmission
- by mail
- via the Social Security Administration
- during a home visit with DFCS staff
- through a SNAP outreach partner
- through the Georgia Gateway system

 If an authorized representative applies on behalf of a customer, the application must be signed by either a responsible member of the household or the household’s authorized representative.

AUs may be given a copy of their application regardless of the method by which the application is filed (i.e. paper or electronic online format) if requested by the AU.

AUs that complete an online application in person at the local county office may also be given an opportunity to review the information on their application. A copy of the application may be provided via electronic email, the Gateway Portal, or jump drive.

An application is considered filed when it contains an applicant’s name and address, is signed by a responsible member or authorized representative, and is received in the Local County or SSA office. Refer to [3115 Special Considerations for Applications](#) for policy on filing an application at the SSA office.

 Homeless AUs do not have to provide an actual address but must provide sufficient information to establish residency in the county in which the application is made. The applicant/recipient’s (A/R) statement is acceptable unless conflicting information is known to the agency.

Electronic Signatures

Electronic signatures utilizing Adobe Signature or other E-Signature software will be acceptable for all SNAP forms. A completed application consists of a signed application submitted with a name and address. A typed name on the signature line of a paper application is not acceptable.

Withdrawing Applications

An AU may voluntarily withdraw its application at any time prior to an eligibility determination. If an application is withdrawn, contact the AU by phone or mail to confirm the withdrawal. Documentation of the reason for withdrawal, if stated by the AU, should be provided in the case file. Send a notice of ineligibility notifying the AU that the application was denied because of the withdrawal. The AU may reapply at any time after withdrawing the application.

Cooperation with the Application Process

The AU is required to cooperate with the application process by completing and signing an application, participating in an interview, and providing the required verification.

If the AU fails to cooperate because of an inability to do so, then the assigned Eligibility Specialist must provide assistance with the application process.

If the AU refuses to cooperate, the application is denied. A refusal to cooperate occurs when the AU is able to cooperate, but clearly demonstrates that it will not take actions that it can take and that are required to complete the application process. To be denied for refusal to cooperate, the AU must refuse to be interviewed and refuse to provide information that is required to make an eligibility determination.

Resident of an Institution

When a resident of an institution is jointly applying for SSI and SNAP prior to leaving the institution, the filing date of the application is the date of release of the applicant from the institution. Applications for these applicants are processed in accordance with normal processing standards, including entitlement to expedited services.

Outreach Applications

When an application is received from SNAP outreach partners such as the Food Banks, the filing date of the application is the date the application is received by the State Office or any local DFCS office.

These applications are processed according to normal processing procedures and are entitled to expedited services if applicable. Eligibility staff are encouraged to complete telephone interviews when completing these applications to ensure households receive benefits by the appropriate standard of promptness. Refer to “Interviewing Requirements” in this section below.

Expedited Screening

Screen all SNAP applications (including applications filed within 30 days following the end of an expired certification period for expedited services using the expedited processing criteria in [3110 Expedited Application Processing](#). Refer to [3710 Recertifications \(Renewals\)](#) for policy on processing recertification (renewal) applications.

Interviewing Requirements

The interview at initial application can be a telephone or face-to-face interview. The applicant can

request a face-to-face interview, or the agency can determine that a face-to-face interview may be appropriate. If the client indicates a hardship, the client must be given a telephone interview.

Conduct an interview with the applicant prior to making an eligibility determination (i.e. approval or denial). The face-to-face interview may be held at the local county office, at the home of the AU (if prearranged), or at any other mutually acceptable location. If a location cannot be agreed upon, then the interview must be held in the local office.

The type of interview conducted (e.g., telephone or face-to-face) must be documented.

Discuss all points of eligibility with the applicant during an interview. Inform the applicant about the program orally and by using appropriate information pamphlets and other printed materials.

Document in the case notes the results of the interview.

Interview applicants on the date of application, when possible. Document the interview appointment in the eligibility system or file the appointment letter in the applicant's case file.

Scheduling Interviews

Schedule an interview for all applicants who are not interviewed on the day they submit their applications.


The interview must be scheduled to accommodate the needs of AUs with special circumstances, such as the following:

- working AUs
- AUs with elderly or disabled members
- AUs with ill members
- AUs in rural areas or who have transportation issues
- AUs in prolonged severe weather
- AUs residing on reservations
- AUs with adult members who do not speak English.

The interview must be scheduled as promptly as possible following the date of application to ensure that an eligible AU receives an opportunity to participate within 30 calendar days following the date of application.

The Eligibility Specialist must schedule a specific date and time for an interview for every applicant.


The interview is scheduled to ensure the AU is provided service in a timely manner.

 If an applicant is interviewed on the date of application, then no scheduled appointment is required. If it is later discovered that the AU failed to keep the scheduled appointment on the date of application, then a notice of missed interview (NOMI) must be sent to the AU. The initial appointment for the date of application should be documented in the Gateway system or written documentation provided on the appointment letter.

Refer to the subsection “Issuing a Notice of Missed Interviews” in this section.

Use the following procedures when the applicant is given an appointment to return to the local DFCS office for a scheduled interview:

- Accept a signed application on the day the applicant appears at the office to apply.
- Annotate or date stamp the application with the date the application is received in the county office, not the date of the interview.
- Schedule an appointment in time to process the application by the 30th calendar day following the date of application.
- Send a “notice of missed interview” if the initial appointment is missed.
- Deny the application on the 30th calendar day following the date of application if the applicant misses the appointment and makes no subsequent contact with the agency.
- Reschedule the appointment if the applicant misses the initial appointment and contacts the agency within the 30-day processing period to schedule another appointment.
- Deny the application any time after the verification deadline or by the 30th day following the date of application.

 Give the AU at least 10 calendar days to provide required verification. If verification is not provided by the due date, then the case may be denied the day following the date the verification is due.

If the verification is received after the denial date but prior to the 30-day SOP, reopen the case and provide benefits back to the original date of application. The EW should process the case within five (5) working days after receiving the verification.

If verification of a deduction is not received by the 10th day, the case may be approved the following day without the deduction.

Issuing Notices of Missed Interview (NOMI)

The agency must send a “Notice of Missed Interview (NOMI)” when an initial appointment has been missed. The AU must be informed that it is his/her responsibility to reschedule a missed interview.

The “NOMI” must be sent in sufficient time to allow the AU to contact the agency and be interviewed prior to the 30th day.

If the initial application interview is rescheduled PRIOR to the initial appointment date, the NOMI is sent for the appointment that was initially scheduled.

The NOMI may be generated either by the Gateway system or as a manually written notice. Copies of any manual NOMIs are maintained in the case file.

Who Must Be Interviewed

Conduct an interview with one of the following individuals:

- head of the AU

- responsible adult member of the AU
- the authorized representative (Refer to [3120 Authorized Representative](#)).

i | The applicant may bring any person he or she chooses to the interview.

What the Interview Must Include

Provide or explain the following information to the applicant during the interview:

- the services provided by DFCS and the right to apply for them.
- what information/verification is required to establish eligibility and the applicant's responsibility to provide information necessary to establish eligibility and the benefit level, including the following:
 - expedited criteria
 - budgeting method
 - basic eligibility requirements
 - income limits
 - resources, if applicable
 - deductions (shelter, child support paid for a child outside of the home, childcare, and medical deductions)
 - Clearinghouse and other computer matches
 - work exemptions (must be explained and documented in the eligibility system)
 - work registration and employment and training requirements (must be explained and documented in the eligibility system)
 - simplified reporting requirements and reports of substantial lottery/gambling winnings
 - assignment and responsibilities of an authorized representative
 - failure to cooperate with TANF requirements and the effects on SNAP eligibility
 - the Quality Control processes and procedures, and the importance of cooperating with federal and state reviewers
 - penalties for intentional program violations (IPV)
 - information on the Earned Income Tax Credit and how to apply for advanced payments (Provide the applicant with a copy of the IRS brochure)
 - issuance procedures via Electronic Benefit Transfer (EBT)
 - appropriate use and limitations of SNAP benefits.
- the applicant's rights to the following:
 - a fair hearing
 - prompt action within the standard of promptness
 - confidentiality
 - non-discrimination in the processing of the application

- how to register to vote

Explain to the applicant that receiving SNAP has no bearing on another program's time limits.

The interviewer must not simply review the information that appears on the application but must explore and resolve all unclear and incomplete information with the AU. The client must be afforded a genuine, private interview in a confidential setting. The interviewer must conduct the interview as an official agency representative and discuss the AU's circumstances in a confidential discussion.

Screening and Referral to SNAP Employment and Training (E&T)

The eligibility worker is required to screen all AU members who meet the following criteria during the interview to determine if a referral is appropriate to the SNAP E&T Program, also known as SNAP Works:

- are 16 or 17 years of age or older **and** the head of household
- are at least 18 years or older
- are not receiving TANF benefits
- are fit for employment

Form 864 must be completed for each AU member that meets the criteria when the screening is conducted even if they are not available during the interview.

The head of household (PI) can respond for other AU members that need to be screened if they wish to do so.

If the PI states during the interview they don't know if the other AU members would want to be referred the eligibility worker should make an attempt to screen all AU members to determine the appropriateness to be referred to SNAP Works.

If the PI provides screening information for other AU members but is unsure if they are ready to volunteer to be referred, then the eligibility worker should document accordingly.

If the PI states that they do not feel comfortable answering for other AU members regarding a referral, eligibility workers should try to complete the screening and referral process and document accordingly.

If the screening and referral process is not completed at application or recertification for absent AU members, then that should also be documented. In that case, those AU members would need to go through the screening and referral process at the next application or recertification.

Mandatory Forms

Complete, provide and/or mail the following forms when processing a SNAP application:

- Form 297, Application for Benefits
- Form 297A, Rights and Responsibilities
- National Voter Registration Act (NVRA) packet

- Form 524, TCOS Brochure
- Form 846, Change Report Form if requested
- Form 859, SNAP Consolidated Work Requirements Notice (if work registrants are in the AU)
- Form 5460, NPP/HIPAA Notification Form (Refer to [3040 Health Information Portability and Accountability Act of 1996](#)).

Complete other forms as needed based on the AU's circumstances. Complete mandatory Clearing-house requirements and obtain the required verification.

Standard of Promptness (SOP)

Determine eligibility and, if eligible, provide the opportunity to participate by the appropriate SOP. Participation is defined as the AU having their EBT card, PIN and benefits available in their EBT account by the 7th day for expedited applications and by the 30th day for non-expedited applications following the date of application.

Cases with a 30-day SOP

Calculate the SOP by the following method:

- Start with the day following the day the application is received in the county office.
- Complete the application as follows, if the SOP falls on a weekend or holiday:
 - Complete approvals no later than the 29th day or the last workday prior to the 29th day if it falls on a weekend or holiday.
 - Complete denials on the 30th day or the first workday following a weekend or holiday.

To meet the 30-day SOP for an approved application, the application must be processed in the system by the 29th day.

Cases Pending Over SOP

The cause of delay must be determined and documented in the case if the agency is unable to determine the AU's eligibility, and the AU is unable to participate by the application SOP. The agency must determine if the delay is caused by the agency's failure or the client's failure to meet requirements during the application process.

Agency Delay

An agency delay occurs when the SOP is not met even though the AU has complied with and met all verification requirements.

Client Delays

A client delay occurs when the client fails to do one of the following:

- Fails to appear for an initial interview within 30 calendar days from the date of application, and a subsequent interview is postponed at the AU's request or cannot be rescheduled until after the 20th calendar day, but prior to the 30th calendar day following the date of application **and** after

the interview, additional verification is needed to process the case.

- Register mandatory work registrants for work, if the AU has been provided with at least 10 calendar days to respond.

Proration

An AU's initial month's benefits will be prorated from the date of application to the end of the month of application.

If an AU reapplies at any time after the 30th calendar day following the last month of the previous certification period, prorate benefits for the first month of the new certification period from the date of application. Refer to [3710 Recertifications \(Renewals\)](#).

i If the case was closed for failure to complete recertification (renewal) requirements, refer to [Chart 3710.1](#) for procedures on how to prorate benefits for recertification (renewal) applications.

i Do not prorate the first month's benefits for migrant and seasonal farm worker AUs unless there is a break of more than one month between the end of their last certification period and the date they apply.

Certification Period

A certification period is the specific timeframe in which an AU is certified as eligible to receive benefits.







Consider the AU's circumstances when assigning a certification period. The certification period should be consistent with the AU's circumstances. Refer to [Chart 3105.1, Assigning Certification Periods](#).

Do not extend the certification period. No AU may participate beyond the expiration of the certification period. Each AU must submit a new application or recertification (renewal) application and must comply with the interview and verification requirements to continue participation in the program. Refer to [3710 Recertifications \(Renewals\)](#) for procedures on recertification (renewal) applications. Refer to [3730 Periodic Reporting](#) for procedures on periodic reports.

Use the chart below to determine an AU's certification period. Certify each AU for a specific period.

Chart 3105.1 - Assigning Certification Periods

| Type of AU | Maximum Length of Certification Period |
|---------------|--|
| Expedited AUs | Expedited AUs are certified using the normal certification periods provided in this chart, unless the AU was certified under expedited services criteria using postponed verification procedures. Refer to 3110 Expedited Application Processing . |


| Type of AU | Maximum Length of Certification Period |
|---|--|
| Homeless AUs | Homeless AUs authorized on or after November 18, 2023 , are assigned twelve (12) month certification periods.  This is the only certification period that can be assigned to these AUs. Do not shorten the SRR certification period. |
| AU's with ABAWDS | Four (4) months  This is the only certification period that can be assigned to these AUs. Do not shorten the SRR certification period. |
| Seasonal and Migrant Farm Workers | Seasonal and Migrant Farm Workers AUs authorized on or after November 18, 2023 , are assigned twelve (12) month certification periods.  This is the only certification period that can be assigned to these AUs. Do not shorten the SRR certification period. |
| All other AUs with countable income | All other AUs with countable income authorized on or after November 18, 2023 , are assigned twelve (12) month certification periods.  This is the only certification period that can be assigned to these AUs. Do not shorten the SRR certification period. |
| AUs in which ALL adult members are elderly, or SNAP disabled, and there is no earned income. | AUs in which ALL adult members are elderly, or SNAP disabled, and there is no earned income authorized on or after November 18, 2023 , are assigned twenty-four (24) month certification periods.  This is the only certification period that can be assigned to these AUs. Do not shorten the SRR certification period. |
| Senior SNAP AUs | Thirty-Six (36) months  This is the only certification period that can be assigned to these AUs. Do not shorten the SRR certification period. |

Procedures

Use the chart below to determine how to complete an application.

Chart 3105.2 - Application Filing Procedures

| IF THE | THEN |
|---|---|
| AU is a resident of the county and files an application in the office of that county, | Accept and date the application on the day the AU makes the initial request for assistance. |
| AU is not a resident of the county in which the application is filed, | The date of application is the date the application is first received in any office in the county/state. |

| IF THE | THEN |
|---|--|
| AU files a SNAP application at the SSA office, | Accept and date the application with the date the application was filed at the office of the Social Security Administration (SSA). Refer to 3115 Special Considerations for Applications . |
| AU files a SNAP application with a SNAP outreach partner, | Accept and date the application with the date the application is received by the State Office or any county DFCS office. |
| <p>AU moves to Georgia and files a new application</p> <p>AND</p> <p>is currently receiving benefits in another state,</p> | <p>Accept and date the application.</p> <p>Verify closure of benefits in the other state. Do not approve benefits until it has been established that the other state did not issue benefits for the month of application or that benefits for the month of application were returned to the other state. If benefits were received in the month of application, determine eligibility for the ongoing month.</p> |
| <p>AU is applying for SSI prior to release from an institution under the Social Security Administration’s Pre-release Program for the Institutionalized and is permitted to apply for SNAP benefits at the same time.</p> | <p>SSA shall notify DFCS of the date of release of the applicant from the institution.</p> <p>The date recorded on the SNAP application will be the date of release.</p> <p> If the agency is not notified in a timely manner of the applicant’s release date, the agency shall provide benefits back to the release date.</p> |
| <p>AU moves to another county during the application process,</p> | <p>The application has already been accepted and dated in the county in which it was filed.</p> <p>The assigned Eligibility Specialist will process the application by the appropriate SOP. Conduct a telephone interview to remove any hardship in processing the case.</p> <p>If a pending application was denied in another county due to verification and the AU has reapplied in a new county, then the assigned Eligibility Specialist will reopen the case using the date verification is received as the date of application. IF all required verification is received after the 30th day but prior to 60 days from the date of application. If verification is received within the initial 30-day period, then the assigned Eligibility Specialist will reopen the case and provide benefits back to the date of application.</p> <p>If an application is submitted in a new county and one is pending in another county to be completed, then VOID the later application and document why the application is not valid. File the application in the case record. The assigned Eligibility Specialist will inform the AU that his/her application will be completed based on the originally filed application in the old county.</p> |








| IF THE | THEN |
|--|---|
| <p>AU files a SNAP application online through the Gateway Customer Portal,</p> | <p>The date of application is the date received and documented by the system.</p> <p> If an application is received during business hours, the application is considered to be filed and accepted on that day. If an application is received after business hours or on a weekend or holiday, then the application is considered to be filed and received on the next business day. (This policy also applies to recertification/renewal applications and periodic reports).</p> |
| <p>AU fails to attend the initial interview</p> <p>AND</p> <p>has made no contact with the agency to reschedule the interview,</p> | <p>Deny the application on the 30th calendar day following the date of application.</p> <p> If the 30th calendar day falls on a weekend or holiday, the application is denied on the next business day. This denial is not reported over SOP.</p> |
| <p>AU is eligible for the month of application</p> <p>BUT</p> <p>is ineligible for the month following the month of application</p> <p>AND</p> <p>ineligible for the ongoing month(s),</p> | <p>Issue benefits for the month of application only.</p> <p>Deny the second month and ongoing month's benefits.</p> |
| <p>Application is processed in the month following the month of application</p> <p>AND</p> <p>the AU is eligible for the month of application</p> <p>AND</p> <p>ineligible for the month following the month of application</p> <p>BUT</p> <p>is eligible for ongoing benefits,</p> | <p>Issue benefits for the month of application.</p> <p>Deny the second month's benefits.</p> <p>Approve ongoing benefits based on anticipated circumstances.</p> |
| <p>AU is ineligible for the month of application</p> <p>BUT</p> <p>eligible for ongoing months,</p> | <p>Deny for the month of application. Issue benefits for the ongoing months.</p> <p>Do not prorate benefits for the first eligible month. Proration is not applicable because the month of application has been denied.</p> |

Chart 3105.3 - Disposition of SNAP Applications

| IF THE | THEN |
|---|--|
| <p>AU fails to provide verification required to determine eligibility,</p> | <p>Deny the application any time after the day following the verification deadline, but no later than 30 days from the date of application.</p> <p>Deny the application between the 11th and 30th day of the date of application.</p> <p>If the 30th calendar day falls on a weekend or holiday, the application is denied on the next business day. This denial is not reported OSOP.</p> |
| <p>AU fails to provide verification by the due date</p> <p>AND</p> <p>AU provides verification after the due date</p> <p>BUT</p> <p>no later than the 30th calendar day following the date of application,</p> | <p>Complete the application on the 30th day and prorate benefits from the date of application.</p> <p> If the verification is received after the case has been denied but is received prior to the 30th day following the date of application, reopen the case and provide benefits back to the date of application. If the requested verification is for an allowable expense, issue a restoration for the month of application.</p> <p>EW should process the case within five (5) business days after receipt of the verification.</p> |
| <p>AU fails to provide verification by the 10-day deadline but requests an extension</p> <p>AND</p> <p>the extended deadline is after the 30th day but prior to 60 days from the date of application,</p> | <p>Prorate benefits from the date all required verification is provided.</p> <p> The maximum amount of time the AU is allowed to provide verification is 60 days from the date of application.</p> |

| IF THE | THEN |
|--|---|
| <p>AU postpones the initial interview until on or after the 20th calendar day from the date of application</p> <p>AND</p> <p>the 10 days to provide verification is after the 30- day SOP,</p> | <p>Give the AU 10 days to provide verification.</p> <p>Process the application in one of the following ways:</p> <ol style="list-style-type: none"> 1. If verification is provided <i>by the 30th calendar day</i>, process on the 30th calendar day and prorate benefits from the date of application. Code the application as client delay by the 30th day so that the AU is notified of its application status and the application is properly pending due to verification. 2. If verification is provided <i>by the 10-day deadline</i>, process the application and prorate benefits from the date of application. Code the application as client delay on or by the 30th day so that the AU is notified of its application status and the application is properly pending due to verification. 3. If verification is provided <i>after the 10-day deadline</i>, process the application and prorate benefits from the date the verification is provided. Code the application as client delay on or by the 30th day so that the AU is notified of its application status and the application is properly pending due to verification. <p> For these instances, the application is pending OSOP due to client delay.</p> <p> If verification to determine eligibility (such as income) is required and is not provided by the deadline, deny the application the day after the verification deadline.</p> <p> If verification is not required to determine eligibility (such as expenses) and is not provided by the deadline, process the application without the deduction.</p> <p>If verification is provided after the deadline but prior to the 60th calendar day from the date of application, prorate benefits from the date verification is provided.</p> |
| <p>AU reports a change in circumstances by the 30th calendar day</p> <p>AND</p> <p>the 10 days to provide verification expires after the 30th calendar day</p> <p>AND</p> <p>AU provides verification by the deadline given but after the 30th day,</p> | <p>Mail a system generated Verification Checklist (VCL) or Form 173, Verification Checklist, at the time the change is reported, allowing 10 days to provide verification.</p> <p>Authorize benefits upon receipt of verification as described below:</p> <ul style="list-style-type: none"> • Do not require a new application. • Update the Gateway system with the information received. • Prorate benefits beginning with the date of application. |

| IF THE | THEN |
|--|---|
| <p>AU reports a change in circumstances by the 30th calendar day</p> <p>AND</p> <p>the 10 days to provide verification expires after the 30th calendar day</p> <p>AND</p> <p>AU fails to provide verification by the deadline given</p> <p>BUT</p> <p>AU provides the verification by the 60th calendar day following the date of application,</p> | <p>Mail a system generated Verification Checklist (VCL) or Form 173, Verification Checklist, at the time the change is reported, allowing 10 days to provide verification.</p> <p>Deny the application on the day following the deadline to provide verification.</p> <p>Authorize benefits upon receiving verification as described below.</p> <ul style="list-style-type: none"> • Do not require a new application. • Update the Gateway system with the information received, using the date verification is provided as the application date. • Prorate benefits beginning with the date the AU provides all required verification. |
| <p>Application is denied on the 30th calendar day because the AU failed to provide verification</p> <p>AND</p> <p>the AU provides verification any time after the 30th calendar day but by the 60th calendar day following the date of application,</p> | <p>Authorize benefits as follows:</p> <ul style="list-style-type: none"> • Do not require a new application. • Update the Gateway system with the information received using the date verification is provided as the date of application. • Prorate benefits beginning with the date the AU provides all required verification. |
| <p>Application is not processed by the 30th calendar day because of the agency’s failure to take action</p> <p>AND</p> <p>the AU is determined eligible at any time prior to the 60th calendar day following the date of application,</p> | <p>Authorize benefits retroactive to the date of application.</p> |
| <p>Application is denied on the 30th calendar day because of agency error</p> <p>AND</p> <p>the AU is determined eligible at any time prior to the 60th calendar day following the date of application,</p> | <p>Authorize benefits retroactive to the original date of application by updating the Gateway system.</p> <p>Do not require a new application.</p> |
| <p>AU refuses to cooperate with completing the application process,</p> <p> To refuse, the AU must be able to cooperate but clearly demonstrates that he/she will not take actions necessary to complete the application process.</p> | <p>Deny the application at the time of refusal.</p> |
| <p>AU withdraws an application</p> | <p>Deny the application at the time of withdrawal.</p> |

| IF THE | THEN |
|--|--|
| Application is severely delayed and has not been processed in more than 12 months (one year) because of the agency's failure to take action. | <p>Authorize benefits retroactive for 12 months (one year) only.</p> <p>If benefits were lost for more than 12 months, notify the AU of their entitlement for the 12-month period, the benefit amount to be restored, any offset of benefits, and how benefits will be restored. Refer to Section 3810, Issuance, for policy regarding underpayment and overpayment of benefits.</p> |

Refer to [Chart 3105.2, Application Filing Procedures](#).

Assist the AU as needed to complete the application form.

The application can be completed by the applicant, an authorized representative, or an agency representative.

Accept a signed application when the AU first makes a request for assistance. DO NOT require an interview or other screening process prior to accepting an application.

Record on the application form the date it is received in the county office. Screen the application to determine the following:

- current receipt of SNAP
- eligibility for expedited SNAP processing
- current receipt of other benefits

Use the following guidelines to schedule an interview with the applicant:

- Schedule either a telephone or face-to-face interview.
- Reschedule the appointment if the applicant requests to reschedule the appointment prior to the interview. Send the applicant a Notice of Missed Interview for the appointment that was initially missed.
- Schedule an interview immediately if the applicant is eligible for expedited services.
- Consider the applicant as the primary source of information for the individuals who have requested assistance.
- Provide the applicant with the necessary forms to complete the application process.
- Refer to other appropriate services as requested by the applicant or as determined by the agency.

Verify information required to determine eligibility for SNAP benefits:

- Determine if verification is available from agency sources prior to requesting verification from the AU.
- Request verification both verbally and in writing.
- Require the applicant to provide the name of the sources from which verification will be obtained.

- Inform the applicant of any contacts that will be made with the sources.
- Give at least 10 calendar days to obtain the verification.
- Give additional time, within 30 days of the initial request, to provide verification if the applicant requests.
- Consider verification received for one program to be received for all programs.
- Accept the applicant’s statement as verification for some eligibility criteria, when appropriate.
- Assist the AU in obtaining verification.
- Do not require verification if the applicant’s statement establishes ineligibility.

i If the applicant’s statement of income establishes ineligibility, verification from a third-party source is required.


i Refer to [3035 Verification](#).

Notification

Provide written notification of the eligibility determination. The notice must explain the following:

- The basis for the approval/denial.
- The initial benefit amount and the ongoing benefit amount.
- The certification period.
- The reason for the action.
- The AU’s right to request a fair hearing.
- The telephone number of the county office.
- The telephone number of legal services.
- For denials, the action the AU must take to reopen the application (if the action is taken within 60 days from the date of application). **AND**
- That the AU must submit a new application if at the end of the 60-day period, the AU has not taken the required action to reopen the application.

3110 Expedited Application Processing

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|---|--|--|----------------------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | | |
| | Policy Title: | | Expedited Application Processing | | |
| | Effective Date: | | May 2024 | | |
| | Chapter: | | 3100 | Policy Number: | 3110 |
| | Previous Policy Number(s): | | MT-75 | Updated or Reviewed in MT: | MT-77 |

Requirements

All Supplemental Nutrition Assistance Program (SNAP) applications must be screened for expedited services. An assistance unit (AU) entitled to expedited services must be able to participate by the 7th calendar day following the date of application or the date eligibility for expedited services is discovered.

Basic Considerations

AUs are entitled to expedited services if **one** of the following criteria is met in the month of application:

- The AU has less than \$150 in monthly gross countable income **and** liquid resources that do not exceed \$100.
- The AU has monthly shelter and utility expenses (based on the standard utility deduction) that exceed their monthly gross countable income and liquid resources.
- The AU has a destitute migrant or seasonal farm worker with liquid resources that do not exceed \$100. Only migrant or seasonal farm worker AUs may be considered destitute.



Refer to Chapter 3235, Seasonal Farm Workers (migrant or non-migrant) for additional information.

An AU may be identified as eligible for expedited service but ineligible to receive benefits.

There is no limit to the number of times an AU can be certified under expedited procedures as long as prior to each expedited certification the household either completes the verification requirements that were postponed at the last expedited certification (as long as these requirements are still applicable) or was certified under normal processing standards since the last expedited certification.

These AUs must receive their benefits by the 7th day following the date of application. If the seventh calendar day falls on a weekend or holiday, the application must be processed in sufficient time to allow the AU to participate by the 7th day. The AU must receive the Electronic Benefit Transfer (EBT) card, the Personal Identification Number (PIN) and benefits must be available in the AU's EBT account by the 7th day following the date of application.

Screening Applications

All applications received by the agency must be screened for expedited services.

Applications received through Gateway are automatically screened for expedited services and have met all screening requirements.

Applications received by mail, facsimile or dropped off at a county DFCS office must be screened for expedited services. Use the expedited screening tool (Form 296) to determine if expedited services should be provided to the AU.

Interviewing Requirements

After an application has been screened for expedited services, schedule an interview for all applicants who are not interviewed on the day they submit their applications.

The agency must make all attempts with the AU to complete the interview in order to meet expedited processing standards. All attempts to contact the AU should be documented in the case.

The interview for expedited applications may be a telephone interview unless the applicant requests a face-to-face interview. Document the type of interview conducted.

Screening and Referral to SNAP Employment and Training (E&T)

The eligibility worker is required to screen all AU members that meet the following criteria during the interview to determine if a referral is appropriate to the SNAP E&T Program, also known as SNAP Works:

- are at least 16 or 17 years of age or older **and** the head of household
- are at least 18 years or older
- are not receiving TANF benefits
- are fit for employment

Form 864 must be completed for each AU member that meets the criteria when the screening is conducted even if they are not available during the interview.

The head of household (PI) can respond for other AU members that need to be screened if they wish to do so.

If the PI states during the interview they don't know if the other AU members would want to be referred the eligibility worker should make an attempt to screen all AU members to determine appropriateness to be referred to SNAP Works.

If the PI provides screening information for other AU members but is unsure if they are ready to volunteer to be referred, then the eligibility worker should document accordingly.



If the PI states that they do not feel comfortable answering for other AU members regarding a referral, eligibility workers should try to complete the screening and referral process and document accordingly.

If the screening and referral process is not completed at application or recertification for absent AU members, then that should also be documented. In that case, those AU members would need to go through the screening and referral process at the next application or recertification, even if the next recertification is an alternate renewal.

Verification

For expedited cases, **identity** is the only verification required before benefits are issued and must be issued by the 6th day. Reasonable efforts should be taken to verify **all eligibility factors** within the expedited time standard, but certification is not delayed beyond the expedited processing stan-

dard.

-  If the applicant is work sanctioned, has served the appropriate minimum sanction period, is not exempt from work registration, and is not exempt from employment and training (E&T) participation, then the applicant must first comply with E&T. If the applicant is an ABAWD subject to the time limits, the ABAWD must regain eligibility prior to certification of benefits. Refer to Section 3355, Able Bodied Adults Without Dependents (ABAWD) and Section 3380, Failure to Comply With E&T Work Requirements.
-  If an applicant has been identified as a mandatory registrant and has a face-to-face interview, then the applicant must be work registered before certification of benefits.

Verify identity through readily available documentary evidence or a **collateral contact**. The agency must check for proof of identity for the head of household or authorized representative in the current case files if applicable. Refer to Section 3335-Identity.

If no other identity verification is available, workers are to ensure that a collateral contact is offered at the interview and that this offer has been documented in the case.

When the AU does not provide verification of identity or a collateral contact or complete the interview within the expedited services timeframe, the case reverts to the 30-day processing standard. The household also loses the right to postponed verification of other eligibility factors and the right to the special income exclusions for destitute households. If the required verification is later provided, process the case within 30 days from the date of application.

The AU must provide all postponed verification by the end of the first or second month of the certification period in order to receive benefits for the remaining months in the certification period.

Certification Period

Applications screened, identified, and approved for expedited services may receive benefits for one or two months.

If the applicant is able to verify the required points of eligibility prior to the Standard of Promptness (SOP), then assign a normal certification period. If verification of a deduction is the only required information, assign a normal certification period without allowing the deduction. Notify the AU that the deduction may be allowed when the requested verification has been provided. Refer to [Chart 3105.1, Assigning Certification Periods](#), for normal certification periods.

If the applicant is not able to verify the required points of eligibility prior to the SOP, assign the certification period in one of the following ways:

1. If the date of application is on or **before** the 15th of the month, certify the application for one month. Advise the AU that it has until the end of the first month to provide the postponed verification.
2. If the date of application is **after** the 15th of the month, certify the application for two months. Advise the AU that it has until the end of the second month to provide the postponed verification.

Households that receive expedited benefits with postponed verification cannot receive benefits

beyond the initial first or second month of the certification period if postponed verification is not returned by the end of the first or second month. If the AU reports a change during this time period, allow the case to close at the end of the expedited certification period.

Assign a normal certification period if all required verification is returned.

Changes Reported During Expedited Processing

If postponed verification has been returned and the AU reports a change, follow the policy in [3715 Interim Changes](#), to process the application. Assign a normal certification period.


Notifications

Notify households of SNAP eligibility.

The *Notice of Approval* should contain the following information:

- The month(s) in which the initial first or second month of benefits will be issued.
- The verification(s) that has been postponed and the deadline for providing information.
- The correct certification period if the postponed verification is provided.
- The requirement that the benefit period will end after the first or second month and that no additional months will be issued if the postponed verification is not returned.

3115 Special Considerations for Applications

| | | | |
|---|---|---|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Special Considerations for Applications | |
| | Effective Date: | July 2024 | |
| | Chapter: | 3000 | Policy Number: |
| Previous Policy Number(s): | MT-55 | Updated or Reviewed in MT: | MT-78 |

Requirements

Certain situations in processing Supplemental Nutrition Assistance Program (SNAP) applications require special treatment.

Basic Considerations

AUs in which **ALL** members are applying for or receiving SSI may apply for SNAP at the Social Security Administration (SSA) office.

Use the chart below to process SNAP applications filed at the SSA office.

Chart 3115.1 - Processing SNAP Applications Filed at the SSA Office

| IF | THEN |
|---|---|
| the county receives the application in the mail from SSA | the date of application is the date the application is received at the SSA office. |
| the AU is eligible for SNAP expedited processing | the date of application is the date the application is received at the SSA office. Eligibility for expedited services begins immediately upon receipt of the application. |
| the application form is complete and mandatory verification is available to the agency | process the application without contacting the applicant. |
| the application form is incomplete or mandatory verification is not available to the agency | contact the applicant by telephone, mail or home visit to complete the form or request verification. |

i Under no circumstances will any AU member be required to come into the office for an interview, if an application is filed at the SSA office.

Joint TANF/SNAP or General Assistance (GA)/SNAP Applications

AUs in which all members are applying for TANF or General Assistance (GA) may apply for SNAP at the same time.


i Joint processing procedures apply to GA programs that are based on a formal application process with consistently applied eligibility rules.

Determine at the TANF or GA interview if the AU wishes to apply for SNAP. If not, document the TANF/GA record that the AU did not wish to apply for both programs.

If the AU wants to apply, conduct a single interview.

i If the AU is entitled to expedited processing and the agency cannot interview the AU immediately for TANF or GA, proceed with the SNAP interview.

3120 Authorized Representative

| Georgia Division of Family and Children Services SNAP Policy Manual | | | | |
|---|-----------------------------------|---------------------------|-----------------------------------|-------|
|  | Policy Title: | Authorized Representative | | |
| | Effective Date: | July 2024 | | |
| | Chapter: | 3100 | Policy Number: | 3120 |
| | Previous Policy Number(s): | MT-55 | Updated or Reviewed in MT: | MT-78 |

Requirements

A Supplemental Nutrition Assistance Program (SNAP) assistance unit (AU) may designate someone as the authorized representative to act on behalf of the AU.

Basic Considerations

An authorized representative may be one of the following:

- an adult (age 18 and older), non-AU member who is sufficiently aware of relevant AU circumstances and has been designated, in writing, by the head of household, spouse, or another responsible member of the AU,
- the only adult AU member who is IPV disqualified, when the agency has determined that there is no one else available to serve,
- an employee of a private, non-profit organization or institution or publicly operated community mental health center administering a drug addiction or alcohol treatment and rehabilitation center,
- an employee of a publicly operated community mental health center,
- an employee of a public or private non-profit group living arrangement certified for no more than 16 residents who are disabled or blind.

The following individuals may not serve as authorized representatives without written approval of the county director:

- an employee of DFCS involved in the certification of SNAP benefits,
- an individual involved with the issuance of SNAP benefits,
- a retailer who accepts SNAP benefits,
- DFCS social services staff, if it is determined the individual they are working with is unable to act on his own,
- a homeless meal provider for a homeless A/R.



Approval is given only when it is determined no one else is available to serve as the authorized representative.

Authorized representatives may be designated to do all or one of the following:

- file application for the AU
- attend the interview for the AU
- purchase food with the SNAP benefits on a regular or emergency basis
- carry out responsibilities during the certification period such as reporting changes.

Applications for residents of drug and alcohol treatment centers must be approved through an authorized representative. Refer to [3220 Residents of Drug and Alcohol Treatment Centers](#).

Designate in writing an individual who meets the criteria to act as an authorized representative. In writing means the following:

- documentation of the AU's statement on the interview guide during the interview.
- a release form signed by the AU authorizing someone to act on behalf of the AU.
- a written statement from the AU naming someone as an authorized representative.

Explain the following policies to the AU:

- the AU should prepare and review the information provided for the application even though

the authorized representative will be interviewed.

- The AU will be liable for any overpayment which results from erroneous information given by the authorized representative.

Disqualification of an Authorized Representative

An individual who serves as an authorized representative and has improperly used SNAP benefits or knowingly provided false information to the agency is disqualified as an authorized representative for one year.



Drug and alcohol treatment centers which act on behalf of their residents cannot be disqualified. Refer to [3220 Residents of Drug and Alcohol Treatment Centers](#).

Notify the AU and the authorized representative in writing 30 days prior to the date of disqualification, providing the following information:

- Proposed action,
- Reason for the action,
- Right to a hearing,
- Telephone number of the agency,
- Name of the person to contact.

The AU may appeal the disqualification. The authorized representative may not appeal the disqualification. If an individual acts on behalf of more than one AU, each AU has the right to appeal the disqualification.

If employers, such as those who employ migrant or seasonal farm workers, are designated as authorized representatives for 5 or more assistance units, the agency may take additional steps to ensure that the following objectives are met:

- AU has freely requested assistance from the authorized representative,
- AU's circumstances are correctly represented,
- AU is receiving the correct amount of benefits,
- Authorized representative is properly using the benefits.


Documentation

The name and address of the authorized representative must be recorded in the AU's case file.

Verification

An authorized representative is required to verify his/her identity when applying for an applicant/recipient's SNAP benefits.

3200 Assistance Units Overview

| | | | |
|---|--|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | Assistance Units Overview | |
| | Effective Date: | September 2019 | |
| | Chapter: | 3200 | Policy Number: |
| Previous Policy Number(s): | MT-01 | Updated or Reviewed in MT: | MT-55 |

Requirements


An Assistance Unit (AU) includes the individuals who will receive benefits upon approval of the application for assistance.

Basic Considerations

The AU size determines the income limit. The income and resources of all individuals in the AU are used to determine eligibility.

Because of financial responsibility, certain individuals who are not included in the AU may have their income and resources considered when determining the AU’s eligibility for assistance.

3205 Assistance Units

| | | | |
|---|--|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | Assistance Units | |
| | Effective Date: | July 2024 | |
| | Chapter: | 3200 | Policy Number: |
| Previous Policy Number(s): | MT-65 | Updated or Reviewed in MT: | MT-78 |

Requirements

A Supplemental Nutrition Assistance Program (SNAP) Assistance Unit (AU) includes eligible individual(s) who live together and customarily purchase food and prepare meals in common.

Basic Considerations

The following criteria are considered in determining a SNAP AU:

- the individuals living at the residence
- the individuals who purchase food and prepare meals together

- the individuals who intend to purchase food and prepare meals together upon receipt of the SNAP benefits
- the type of residence (e.g., house, room, shelter, institution)
- the age and disability of the individuals
- the relationship of the individuals.

Individuals who live together but who purchase food and prepare meals separately may be eligible to receive benefits as separate AUs, with the following considerations:

- each AU must declare a separate AU status
- the AU members are not required to store food separately from those with whom they reside to be considered a separate AU.
- separate AU status is not verified unless questionable.

Refer to Procedures in this section for a list of individuals to be included and excluded for AU composition.

The AU is not required to have cooking facilities available as a condition of SNAP eligibility.

Procedures

Follow the steps below to determine the composition of a SNAP AU.

- Step 1** Include the individuals who purchase food and prepare meals together.
- Step 2** Consider potential separate AU status if one or more household members state that they are a separate AU or intend to purchase food and prepare meals separately.
- Step 3** Include the following individuals in one AU, even if they state they purchase and prepare meals as a separate AU:
- Spouses (including common-law marriages which started prior to 7/1/97). Under Georgia Law, effective 7/1/97, common-law marriages were not recognized, unless the marriage was started prior to that date.
 - minor children under 18 who are under the parental control of an AU member other than their parent and the non-parent exercises parental control.
 - parents and their children under the age of 22 (biological, adopted or step) whether the child is living with his/her spouse and/or his/her own children.

Step 4 Exclude the following individuals from the AU, even if they customarily purchase food and prepare meals together:

- an individual who is IPV disqualified
- an individual who is enumeration sanctioned
- an individual who is work sanctioned
- an ineligible student
- an ineligible ABAWD
- an individual who is a fleeing felon or probation/parole violator
- an individual who committed and was convicted by federal, state, or local court, after 8/22/96, of an offense classified as a felony related to possession, use, or distribution of a controlled substance (lawbreaker) and violates the terms of their probation as determined by a court order or violates the terms of their parole as determined by a State Board of Pardons and Paroles order
- an individual convicted as an adult of aggravated sexual abuse, murder, sexual exploitation, and other abuse of children, a Federal or State offense involving sexual assault, or an offense under State law determined by the Attorney General to be substantially similar to such an offense, after 2/7/14 and violates the terms of their probation as determined by a court order or violates the terms of their parole as determined by a State Board of Pardons and Paroles order

Refer to [Chart 3205.1, Determining the Composition of a SNAP AU](#).



Refer to [3600 Budgeting Overview](#) for how to budget excluded AU members' resources and income.

Verification

Accept the A/R's statement to determine the AU composition, unless the information provided conflicts with other information available to the agency.




Use one of the following sources if verification is required:



- a statement from a landlord
- a statement from a person outside of the AU who has knowledge of the AU's situation
- any other source which verifies the A/R's statement.

Use the following chart to determine the composition of the SNAP AU in special situations.

Chart 3205.1 - Determining the Composition of a SNAP AU


| SPECIAL AU MEMBERS | TREATMENT |
|--------------------|---|
| Aliens | Include aliens who meet the eligible alien requirements. Exclude those who are considered ineligible aliens because of failure to meet citizenship criteria. Refer to 3320 Citizenship/Alien Status and 3635 Budget for an AU with Ineligible Aliens or Ineligible ABAWDs . |

| SPECIAL AU MEMBERS | TREATMENT |
|---|--|
| <p>Boarder</p> <p>Boarder Not in a Commercial Boarding House</p> <p>Boarder in a Commercial Boarding House</p> | <p>An individual or groups of individuals residing with others and paying reasonable compensation for lodging and meals. A boarder can never participate as a separate AU.</p> <p>To determine if an individual living with an AU meets the definition of a boarder or if s/he must be included as an AU member, determine if reasonable compensation is paid by using the following criteria.</p> <ul style="list-style-type: none"> • The individual or family receiving more than two meals daily from the boarding household must pay an amount equal to or exceeding the maximum monthly SNAP allotment for the appropriate number of individuals. • The individual or family receiving one or two meals daily from the boarding household must pay an amount equal to or exceeding two thirds of the maximum monthly SNAP allotment for the appropriate number of individuals. <p> If less than reasonable compensation as defined above is paid, the individual or family cannot be considered a boarder(s) and must be included as a member(s) of the AU.</p> <p>Refer to 3425 Self-Employment Income for instructions on how to budget boarder payments</p> <p>Exclude the boarder from any SNAP AU. A boarder in a commercial boarding house is ineligible to participate. Refer to the Glossary for the definition of a commercial boarding house.</p> |
| <p>An individual considered permanently disabled under the Social Security Act (refer to the definition of disabled in the Glossary) or suffers from a non-disease related, severe, permanent disability and who is 60 years or older, living and eating with others because of the inability to purchase and prepare his/her own meals</p> | <p>Determine eligibility for the disabled person and spouse as a separate AU if the gross income of the others with whom the individual resides does not exceed 165% of the Federal Poverty Level (FPL). The table showing 165% of the FPL is located in Appendix A Financial Standards Overview.</p> <p> The age and health of the spouse are not considerations.</p> |
| <p>Foster Care Children or Adults or Children Placed through Relative Care Subsidy.</p> | <p>Allow the foster or relative care family the option to include as a member(s) of their AU the foster child(ren), foster adult(s) or relative care children placed in the home by DFCS.</p> <p>If the AU chooses to include the foster or relative care individual(s), include the foster care per diem or relative care subsidy and all other income and resources of the foster or relative care individual.</p> <p>If the AU chooses to exclude the foster or relative care individual(s), DO NOT count the foster care per diem or relative care subsidy or any other income/resources of the foster or relative care individual.</p> <p> The foster child/adult or relative care child cannot participate as a separate AU.</p> |

| SPECIAL AU MEMBERS | TREATMENT |
|------------------------------|---|
| Homeless Individual | <p>An individual who lacks a fixed and regular nighttime residence, or an individual whose primary nighttime residence is:</p> <ul style="list-style-type: none"> • a halfway house or similar institution that provides a temporary residence for individuals intended to be institutionalized • a temporary accommodation for not more than 90 days in the residence of another individual; • a place not designed for, or ordinarily used, as a regular sleeping accommodation for human beings; (a hallway, a bus station, a lobby, or similar places); • a supervised shelter designed to provide temporary accommodations for homeless individuals <p>Homeless AUs may use benefits to purchase prepared meals from homeless meal providers and other eating facilities authorized by FNS.</p> |
| Institutional Care Residents | <p>Individuals shall be considered residents of an institution when the institution or facility provides the majority of their meals (over 50 percent of three meals daily) as a part of the institution’s normal services. Exclude from any AU. Residents of institutional care are ineligible to participate in the SNAP program except for residents living in one of the following:</p> <ul style="list-style-type: none"> • battered women and children’s shelters • drug addiction or alcohol treatment centers • group living arrangements for disabled or blind individuals • homeless shelters • federally subsidized housing for the elderly. <p> The residents of the above five types of institutional care may receive benefits even if over 50 percent of three meals are provided daily by the facility.</p> <p>Refer to 3215 Residents of Battered Women and Children Shelters; 3220 Residents of Drug and Alcohol Treatment Centers; 3225 Residents of Group Living Arrangements; and 3230 Residents of Homeless Shelters.</p> |
| Live-in Attendants | <p>Determine eligibility as a separate AU for the individual(s) whose presence in the home is solely for medical care, housekeeping, childcare or similar reasons.</p> <p> Do not include the attendant in the AU with those for whom s/he provides services.</p> |

| SPECIAL AU MEMBERS | TREATMENT |
|---|--|
| Non-resident Participants of Drug and Alcohol Treatment Centers | <p>Individuals who regularly participate in a drug and/or alcohol treatment program but who do not live in a treatment center.</p> <p>Verify participation of the AU member in the treatment program.</p> <p>Determine eligibility of the AU in which the participant resides, using normal SNAP policies.</p> <p>During treatment sessions, the participant may use benefits to purchase prepared meals from the center/program.</p> <p>Refer to 3220 Residents of Drug and Alcohol Treatment Centers for policy regarding individuals who reside in treatment centers.</p> |
| Roomers | <p>Determine eligibility as a separate AU for those individuals who are furnished lodging, but not meals, for compensation. A roomer cannot be included as a member of the AU providing lodging.</p> |
| Seasonal Farm Workers (migrant or non-migrant) | <p>Determine the eligibility of seasonal farm workers for expedited processing. Seasonal farm workers are individuals who meet the following criteria:</p> <ul style="list-style-type: none"> • They are engaged in seasonal work related to an agricultural crop. • They are hired on a temporary basis. <p>Refer to 3235 Seasonal Farmworkers (Migrant or Non-Migrant) for special considerations.</p> |
| Strikers | <p>Determine the eligibility of an AU that includes a striker based on the AU's eligibility status on the day before the strike. Refer to 3240 Strikers.</p> |
| Students | <p>Students in institutions of higher learning are included in the AU if they meet the eligibility requirements for a student. Refer to 3245 Students.</p> |
| Teen Parent Improvement Program (TPI) Residents | <p>Residents of TPI residential homes may be eligible for SNAP benefits as separate one-person assistance units. If the child(ren) of the teen lives with the teen in the residential home, the teen may receive for her children and herself.</p> |

3210 Categorical Eligibility

|  Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|--|-------------------------|-----------------------------------|-------|
| Policy Title: | Categorical Eligibility | | |
| Effective Date: | October 2024 | | |
| Chapter: | 3200 | Policy Number: | 3210 |
| Previous Policy Number(s): | MT-78 | Updated or Reviewed in MT: | MT-79 |

Requirements

Households in which ALL assistance unit (AU) members receive TANF, Work Support Payments (WSP), or Supplemental Security Income (SSI) are categorically eligible to receive Supplemental Nutrition Assistance Program (SNAP) benefits. Categorical eligibility is expanded to include all households in which any member receives or is authorized to receive, TANF Community Outreach Services (TCOS).

Basic Considerations

TANF/SSI Categorical Eligibility

Categorical eligibility begins the month in which all AU members are certified for TANF cash assistance, Work Support Payments (WSP), or SSI.

Categorical eligibility continues if TANF, WSP, or SSI benefits are recouped, suspended, or authorized but not received because the AU is eligible for less than the monthly minimum payment amount for those programs.

TCOS Categorical Eligibility

Categorical eligibility is expanded to include households containing any members that receive or benefit from, TANF Community Outreach Services (TCOS).

TCOS provides information and referral services to households whose income falls at or below 130% of the federal poverty level (FPL) or to households whose income falls at or below 200% of the FPL if **all adult** AU members are elderly or disabled.

Eligibility for TCOS services is determined prior to a SNAP eligibility determination.

To initially establish eligibility for TANF Community Outreach Services, the household's statement of gross income is accepted.

The signatures of all SNAP applicants who apply or recertify for benefits (including those who also apply or recertify for TANF) will be obtained on the Application for Benefits - Form 297, the [Form 297A](#), or the SNAP/Medicaid/TANF Renewal Form 508, which acknowledges notification of TCOS eligibility. [TCOS Brochure](#) will be mailed to the applicants upon their request.

Information and referral services are discussed after eligibility for TCOS services has been established.

TCOS services are discussed and explained to SNAP applicants during the interview. Information and referral services are discussed after eligibility for TCOS services has been confirmed.

Providing a verbal explanation of TCOS services and having the applicant's signature on the Application for Benefits, Form 297A, and/or the SNAP/Medicaid/TANF Renewal Form 508 establishes initial eligibility for TCOS services.

TCOS SNAP categorical eligibility does not continue for applicants or recipients if gross income, upon verification, is above the identified FPL.

TCOS categorically eligible AUs must meet the non-financial eligibility criteria but are not subject to gross or net income limits.

The resources of TANF/SSI and TCOS categorically eligible AUs are excluded when determining eligibility for benefits.

TANF/SSI and TCOS eligible AUs do not have to provide verification of the following information to establish categorical eligibility:

- resources
- gross income



Gross income is verified to establish net income and benefit levels, not categorical eligibility.

- Social Security numbers
- sponsored alien information
- residency

If any of these factors are questionable, verify according to normal processing standards.

A household **may be** considered categorically eligible if it contains the following ineligible members; however, these members cannot be included in the AU.

- A member who is an ineligible alien
- A member who is an ineligible student
- A member who is an ineligible ABAWD (i.e. an ABAWD who has 3 countable months in the 36-month period and has not regained)
- A member who is ineligible because of failure to comply with work requirements
- A member who is SSN disqualified

Households Not Eligible for Categorical Eligibility

A household **is not** considered categorically eligible if:

- It contains an IPV disqualified member.
- The head of household is work sanctioned.
- The household has transferred resources to become eligible for benefits.
- It is an elderly/disabled household whose gross income exceeds 200% of the FPL.
- It is a regular SNAP household whose gross income exceeds 130% of the FPL but it contains an elderly or disabled AU member.
- It is the first-time reapplying for SNAP benefits after losing eligibility for substantial winnings from lottery winnings, gambling winnings, prizes, awards and/or windfalls that exceed \$4500; eligibility is determined under regular SNAP rules, which considers resources. This requirement is not permanent and only applies to the first time a household is certified and determined eligible following the loss of eligibility for substantial winnings from lottery winnings,

gambling winnings, prizes, awards and/or windfalls in excess of \$4500.

Eligibility staff are expected to take the following steps for households reapplying after losing eligibility due to lottery and gambling in excess of \$4500 prior to determining eligibility:

- Discuss, document, and **update** the household’s remaining liquid resources on the **Liquid Resources - Details** page.
- If the AU reports liquid resources that exceed 75% of the applicable resource limit, third party verification of liquid resources is required. (Acceptable forms of verification include bank statements and online bank statements (received within the last 30 days), check stubs, written statements, or current documentation on a Financial Institution’s letterhead/stationary, etc.)
- The AU is potentially eligible to receive SNAP benefits, **if** the AU’s resources are below the resource limit for their AU type.

i If the household contains an **IPV** disqualified member, the resources of the entire household are excluded.

Apply the gross and net income limits and **do not count** the disqualified member or any AU member’s resources in the budget when determining eligibility for the AU.


Benefit allotment levels will be based on the net income limits after all income and deductions are verified and applied.

i Categorically eligible one and two member AUs will receive the minimum benefit allotment even if their income is over the net income limit.

Benefit Allotment Levels TANF/SSI and TCOS

Categorically eligible AUs of three or more individuals whose income is above the net income limit will not receive benefits. The Gateway system will automatically close these cases.

3215 Residents of Battered Women and Children Shelters

| Georgia Division of Family and Children Services SNAP Policy Manual | | | | |
|---|-----------------------------------|---|-----------------------------------|-------|
|  | Policy Title: | Residents of Battered Women and Children Shelters | | |
| | Effective Date: | July 2024 | | |
| | Chapter: | 3200 | Policy Number: | 3215 |
| | Previous Policy Number(s): | MT-55 | Updated or Reviewed in MT: | MT-78 |

Requirements

Women and children who leave their normal residence to seek protection in a shelter for battered women and children may be eligible for Supplemental Nutrition Assistance Program (SNAP) benefits.

Basic Considerations

The following policy applies to a resident of a battered women and children shelter:

- May apply or have an authorized representative apply for and/or receive benefits on her behalf. The resident may designate an employee of the shelter to act as the authorized representative.
- May apply as an assistance unit of one or an assistance unit which includes the resident and her children who live with her at the shelter.
- Must meet all non-financial and financial eligibility criteria with the following exceptions.
- The resident and her children who live with her at the shelter may receive benefits as dual participants. Dual participation means that the resident and her children may be certified for the same months in two different assistance units, if the abuser is included in one of the assistance units.
- Only the resident and her children's countable resources, income and expenses are considered in the eligibility determination. Resources owned jointly with the household of the former abuser are considered inaccessible to the battered woman's AU.

Residents of a shelter for battered women and children have the same rights and responsibilities as all other applicants/recipients in the program.

In order for the *residents* of a shelter for battered women and children to become eligible for benefits, the organization that operates the shelter must take the following steps:

- Be publicly operated or a nonprofit private entity.
- Have a portion of the facility designated exclusively for battered women and children, if other individuals are served in the facility.
- Provide the local DFCS office with verification of nonprofit tax status and certification or proof of recognition as a shelter for battered women and children as defined by SNAP regulations.
- Maintain a monthly listing of residents who receive SNAP including dates of arrival and departure. The listings are made available for review by DFCS staff that makes quarterly on-site visits to the shelter.
- Obtain authorization to purchase food from a USDA wholesaler. USDA authorization is primary evidence that the shelter meets the requirements under SNAP regulations.

To obtain authorization, contact:

USDA, FNS
Atlanta Field Office
61 Forsyth Street, Suite 8T36
Atlanta, Georgia 30303-3415
(404) 562-1801

FNS authorization is required if the shelter accepts SNAP benefits from residents in exchange for meals and purchases food from wholesalers. If food is purchased from retail stores, FNS authorization is not required.

Optional

- May obtain authorization to receive and use SNAP benefits to purchase food from wholesalers
- Is assigned a seven-digit SNAP authorization number, if authorized by FNS. The authorization number is electronically transmitted to the electronic benefits transfer (EBT) contractor.
- Is provided with instructions to obtain a point of sale device and/or set up EBT accounts for transactions and other information. If the shelter is authorized by FNS to purchase food from a wholesaler, the residents' benefits are transferred to the shelter's bank account.

For information contact:

Division of Family and Children Services
Office of Family Independence EBT Unit
47 Trinity Ave. SW, 1st Floor
Atlanta, Georgia 30334
Phone: 404-657-3706
Email: ebt@dhs.ga.gov

Procedures

Follow the procedures below if the A/R states she is a resident of a battered women and children shelter.

Step 1

Determine if the facility meets the definition of a SNAP approved shelter for battered women and children.

Step 2

Determine if the shelter resident is currently certified as a member of any other assistance unit (AU) that includes the abuser.

- If certified in an AU with the abuser, then the A/R may receive an additional allotment as a separate AU as follows:
 - The AU may receive an additional allotment as a separate AU only once in a specified month.
 - Benefits are prorated from the date of the application.
- If certified in any other AU, the A/R may be certified in the month the deletion from the other AU is completed.

Step 3

Count only the resources available to the A/R (if applicable). Resources jointly owned by the household of the abuser are considered inaccessible.

Step 4

Count only the income of the A/R.


Step 5

Include any room payments made by the A/R to the battered women's shelter as a shelter expense.

Step 6

Make required changes to the former AU's eligibility and benefit level.

3220 Residents of Drug and Alcohol Treatment Centers

| | | | | |
|---|--|---|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Residents of Drug and Alcohol Treatment Centers | | |
| | Effective Date: | September 2019 | | |
| | Chapter: | 3200 | Policy Number: | 3220 |
| | Previous Policy Number(s): | MT-41 | Updated or Reviewed in MT: | MT-55 |

Requirements

Individuals who live in a drug or alcohol treatment facility and who regularly participate in a treatment program may be eligible for food stamp benefits through an authorized representative.

Basic Considerations

Refer to [3205 Assistance Units](#) for policy regarding non-resident participants of drug addition or alcohol treatment programs.

Resident Eligibility

A resident(s) of a treatment facility must take the following steps in order to be eligible for benefits:

- have an employee of the center or organization that operates the center serve as authorized representative. An authorized representative applies for and receives benefits on behalf of the resident;



If the Food and Nutrition Service (FNS) disqualifies the authorized representative who is an employee of the center as an authorized retailer, DFCS must suspend the employee's authorized representative status for the same period of time. The residents may continue to be eligible for benefits.

- apply as an assistance unit of one or an assistance unit which includes the resident and his/her children who live with the resident at the treatment facility. Spouses cannot be included.
- meet all non-financial and financial eligibility criteria; determine the work registration status of the resident as exempt due to unfitness of employment. Children must register for work, if mandatory.
- regularly participate in the treatment program.

The resident(s) has the same rights and responsibilities as all other FS recipients.

Facility Eligibility

Drug and Alcohol Treatment Centers such as Private Non-Profit Organizations, Faith Based and Community Organizations, or Publicly Operated Community Health Centers are certified to operate as drug and alcohol treatment centers if they operate to provide drug and alcohol treatment services that can lead to the rehabilitation of drug addicts and/or alcoholics under part B of Title XIX of the Public Health Service Act.

In Georgia, the Department of Behavioral Health and Developmental Disabilities (DBHDD), Division of Addictive Diseases (DAD) is the title XIX agency responsible for determining whether a community or faith-based organization is operating for the purposes of providing drug and alcohol treatment services under part B of Title XIX.

To obtain certification to operate as a **drug and alcohol treatment center**, the facility must provide evidence that it is tax exempt and must contact the following agency:

- The **Department of Behavioral Health and Developmental Disabilities (DBHDD)**, Division of Addictive Diseases (DAD), which provides licenses/certifications for both drug and alcohol treatment programs.



See contact information on the next page.

To obtain drug abuse treatment and education program services, contact, the **Department of Community Health (DCH), Healthcare Facility Regulation (HFR)**.

In order for the *resident* to be eligible for benefits, the organization or facility must meet **one** of the following criteria:

- Become an authorized retailer through the Food and Nutrition Service (FNS). An authorized retailer is a retailer that has been approved by FNS to accept government benefits electronically by an Electronic Benefits Transfer (EBT) card to pay for food. An authorized retailer is issued a **Food Stamp Program Authorization Permit** once it has been licensed by FNS to operate as a retailer or meal service provider.

For information on how to become a meal service provider, go to the FNS website at www.fns.usda.gov or contact:

USDA, Food and Nutrition Service
Supplemental Nutrition Assistance Program
Atlanta Field Office
61 Forsyth Street, Suite 8T36
Atlanta, Georgia 30303
Phone: (404) 562-2098

OR

- Is a licensed tax-exempt organization and provides certification or approval to operate as a drug and/or alcohol treatment facility by DCH/HFR or DBHDD/DAD as defined by Food Stamp Program regulations.

OR

- Is an unlicensed tax-exempt organization and provides a statement of acknowledgement as a drug and alcohol treatment facility as defined by Food Stamp Program regulations by the Department of Human Services.

For assistance with drug and alcohol treatment centers contact DBHDD/DAD:

Division of Addictive Diseases
2 Peachtree Street
Suite 22-283
Atlanta, Georgia 30303-3167
(404) 657-2331

For assistance with drug abuse treatment and education programs, contact DCH/HRF:

Health Facility Regulation Division
2 Peachtree Street
Atlanta, Georgia 30303
(404)-657-5700 or (404) 656-4507

Procedures for drug and alcohol treatment facilities that **are** FNS authorized retailers.

1. Provide the local DFCS office with a copy of the FNS Food Stamp Program Authorization Permit as proof of authorized status. FNS authorization is required if the treatment center accepts food stamps benefits from residents in exchange for meals and purchases food from wholesalers.
2. Be assigned a seven-digit Food Stamp Program authorization number, if approved by FNS. The authorization number is electronically transmitted to the (EBT) contractor.
3. Be provided with instructions to obtain a point of sale (POS) device, to set up EBT accounts for transactions and other information. If the center is authorized by FNS to purchase food from a wholesaler, the residents' benefits are transferred to the treatment center's bank account.

For information on how to obtain POS Services, contact:

Division of Family and Children Services
Office of Family Independence EBT Unit
2 Peachtree Street, Suite 21-242
Atlanta, Georgia 30303
Phone: (404) 657-7696 or (404) 657-3782
Email: ebt@dhs.ga.gov

Procedures for drug and alcohol treatment facilities that **are not** FNS authorized retailers:

1. Provide the local DFCS office with verification of tax-exempt status.
2. Provide certification from DCH/HRF or DBHDD/DAD.
3. Designate an employee to act as the authorized representative who must comply with all program requirements on behalf of the residents. The authorized representative receives the resident's EBT card and personal identification number (PIN). The EBT card and PIN are used to access the resident's benefits. When the AU leaves the center, the employee cannot continue to serve as the authorized representative.

4. Maintain a monthly listing of residents who receive food stamps including dates of arrival and departure. The listings are made available for review by county DFCS staff that makes random periodic on-site visits to the center.
5. Return the EBT card to the resident upon the departure of the resident from the center. The authorized representative advises the resident to report a change of address to DFCS and to change his/her PIN. If the resident leaves the EBT card, the authorized representative must return it to DFCS.
6. Be responsible for any IPV resulting from information knowingly misrepresented on behalf of the AU.

When the AU leaves the center, the following policies are applicable:

- If the AU leaves the center at any time and no portion of the monthly allotment has been spent, the full monthly allotment is returned to the AU.
- If the AU leaves the center on or before the 15th of the month, one-half of the monthly allotment must remain in the EBT account.
- If the AU leaves the center on or after the 16th of the month, any remaining portion of the monthly allotment must remain in the EBT account.

Special Considerations

The following procedures are for non-addicted family members (other than the addict's children or spouse) who, due to the stipulations of the treatment plan, are enrolled and housed with the addicted AU member at the treatment center.


- Approve the resident addict/alcoholic as a one-person AU through the use of an authorized representative.
- If the center provides meals to the non-addicted family members, deny participation as residents of an institution.
- If the non-addicted family members purchase and prepare their own food apart from meals prepared by the center, process an application for the non-addicted members (excluding the addicted family member from the AU).
- Assign and appropriate POE, not to exceed the estimated length of stay at the treatment center.

The following procedures are for the addict's children (biological, adopted, or step) and the addict's spouse who live with the addicted AU member at the treatment center.

- Include the children and/or the spouse in the resident addict/alcoholic's AU.
- Assign an appropriate period of eligibility not to exceed the estimated length of stay at the treatment center.

A Food Stamp case is transferred from county to county when the head of the AU who is a TANF recipient moves to or from the drug or alcohol treatment facility.

3225 Residents of Group Living Arrangements

| | | | | |
|---|--|--|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Residents of Group Living Arrangements | | |
| | Effective Date: | September 2019 | | |
| | Chapter: | 3200 | Policy Number: | 3225 |
| | Previous Policy Number(s): | MT-41 | Updated or Reviewed in MT: | MT-55 |

Requirements

Disabled and blind individuals (as defined under Food Stamp policy), who live in a group living residential setting may be eligible for benefits.

Basic Considerations

Group living arrangement is a term used in the Food Stamp Program to define residential settings, such as personal care homes, group homes, and/or supportive living homes, in which physically/mentally disabled individuals reside under supervised care.

A resident of a personal care home may apply for benefits in one of the following ways:

- Have an authorized representative apply for and/or receive benefits on his/her behalf in the county in which the home is located. The resident may designate an employee of the home to act as the authorized representative.



If the Food and Nutrition Service (FNS) disqualifies the authorized representative who is an employee of the home as an authorized retailer, DFCS must suspend the employee's authorized representative status for the same period of time. Residents may continue to be eligible.

- May apply as an assistance unit of one or an assistance unit of any group of residents with a resident member of the group applying on behalf of the AU.



Residents who apply through the personal care home's authorized representative must apply as an AU of one.

- May apply on his/her behalf.

Residents must meet all non-financial and financial eligibility criteria.

Residents have the same rights and responsibilities as all other recipients.

In order for the resident of a personal care home to be eligible for benefits, the organization that operates the home must take the following steps:

- Obtain non-profit private tax status or be publicly operated.
- Obtain certification from the Department of Community Health (DCH), Health Facility Regula-

tion (HFR) Division under regulations contained in Section 1616(e) of the Social Security Act or under comparable standards as per Food Stamp Program regulations.

To obtain certification, contact:

DCH, Health Facility
Regulation Division
2 Peachtree Street
Atlanta, Georgia 30303
(404) 657-5700 or (404) 656-4507

- Provide the local DFCS office with verification of non-profit tax status and certification from DCH/HFR as a personal care home as defined by Food Stamp regulations.
- Serve no less than two and no more than sixteen residents who are disabled and/or blind as defined by Food Stamp Program regulations. Residents most often receive Social Security disability or Supplemental Security Income (SSI).
- Maintain a monthly listing of residents who receive food stamps including dates of arrival and departure. The listings are made available for review by county DFCS staff who make quarterly on-site visits to the home.
- Be responsible for any IPV resulting from information knowingly misrepresented on behalf of the AU, if an employee of the home serves as the authorized representative.

OPTIONAL

- May obtain authorization to receive and use food stamp benefits to purchase food from wholesalers.

To obtain authorization to purchase as a USDA wholesaler, contact:

USDA, Atlanta Field Office
Food and Nutrition Service
61 Forsyth Street
Suite 8T36
Atlanta, Georgia 30303-3415

FNS authorization is required if the home accepts food stamp benefits from residents in exchange for meals and purchases food from wholesalers. If food is purchased from retail stores, FNS authorization is not required.

- Be assigned a seven-digit Food Stamp Program authorization number, if authorized by FNS. The authorization number is electronically transmitted to the electronic benefits transfer (EBT) contractor.

Obtain instructions regarding a point of sale device, set up EBT accounts for transactions and other information. If the home is authorized by FNS to purchase food from a wholesaler, the resident's benefits are transferred to the organization's bank account.

For information on how to obtain a POS device, contact:

Division of Family and Children Services
Office of Family Independence EBT Unit
2 Peachtree Street, Suite 21-242
Phone: (404) 657-7696 or (404) 657-3782
Email: ebt@dhs.ga.gov

If the resident leaves the home and an employee of the home is the authorized representative who receives and uses benefits on behalf of the AU, the home must take the following steps:

- If the AU leaves the home at any time and no portion of the monthly allotment has been spent, the full monthly allotment must remain in the EBT account.
- If the AU leaves the home on or before the 15th of the month, one-half of the monthly allotment must remain in the EBT account.
- If the AU leaves the home on or after the 16th of the month, any remaining portion of the monthly allotment must remain in the EBT account.
- If an employee of the personal care home is the authorized representative and the AU leaves the home, the employee cannot continue to act as the authorized representative.

EBT cards left with the authorized representative after the AU leaves the home are returned to DFCS.

Individuals who reside in a group living arrangement may have one of the following paid through the Supportive Living Program/Community Residential Services of the Department of Behavioral Health and Developmental Diseases (DBHDD).

- a portion of their personal allowance
- a portion of their room/board

A DBHDD case manager determines which expense is supplemented and the amount of the supplement.

Group Home Provider

An individual who is a group home provider may apply for food stamps as a separate AU. The income from the group home is budgeted as self-employment income.

Procedures

Follow the steps below for residents of group living arrangements.

Step 1

Determine non-profit status through one of the following sources:

- Letter of tax-exempt status from the Internal Revenue Service (IRS)
- Certificate of Registration from the Office of the Secretary of State to a charitable organization that receives contributions from the public
- Articles of Incorporation that state the corporation is a non-profit.

Step 2

Verify that the facility is licensed as a personal care home by the Compliance Monitoring Section of the DCH, Health Facility Regulation Division.

Step 3

Verify that the facility is licensed to serve two through sixteen residents based on the capacity designated on the Personal Care Home Permit.

 Verify all points of eligibility in Steps 1, 2 and 3 at the following times:

- At initial application
- When an AU member becomes a resident of the facility
- When information known to the agency conflicts with the A/R's statement.

Step 4

If the facility does not meet the requirements in Steps 1-3, deny the application or terminate benefits. If the facility does meet the requirements, proceed to Step 5.

Step 5

Budget all the income of the AU member, even when the income goes directly to the group home.


Step 6: Room/board supplements* paid through the Supportive Living Program Community Residential Services of Department of Behavioral Health and Developmental Diseases (DBHDD) are considered as follows: any other gross countable income of the resident.

- verify the amount of the room/board supplement through the DBHDD case manager
- count the room/board supplement as unearned income and add to any other gross countable income of the resident.

Step 7

Determine **personal allowance supplements** according to the following criteria:

- verify the amount of the personal allowance supplement from the DBHDD case manager
- count the allowance as unearned income and add to any other gross countable income of the resident.

 Some residents receive income sufficient to pay for room/board and the personal allowance without supplements from DBHDD.

Step 8

If the AU member pays for shelter and meals in a combined amount, determine shelter/utility costs by deducting the maximum benefit amount for a one-person AU from the combined amount. If the AU has more than one member, determine the shelter/utility costs by deducting the maximum allotment for a one-person AU from each AU member's payment and adding the results together to get the total shelter/utility costs.

 Some group homes charge a basic rate for shelter and meals and increased amounts for med-

ical care. If that is the situation, the basic rate minus the food stamp maximum benefit amount for a one-person AU may be used to determine the shelter costs for a person and the difference between the basic rate and the higher rate may be medical costs.

i If a provider can itemize specific charges for shelter, count these charges as a shelter deduction.

Step 9


Allow medical expenses as deductions if the facility or resident can provide verification and the expenses are identified separately.

i If the amount paid for medical and shelter costs cannot be separately identified, no deduction is allowed for the costs.

Step 10

Determine eligibility and the benefit level based on income and expenses using the budgeting criteria appropriate to the AU. Refer to Chapter 3600, Budgeting Overview.

3230 Residents of Homeless Shelters

| | | | | |
|--|---|-----------------------------------|-----------------------|------|
|  | Georgia Division of Family and Children Services | | | |
| | SNAP Policy Manual | | | |
| | Policy Title: | Residents of Homeless Shelters | | |
| | Effective Date: | July 2024 | | |
| | Chapter: | 3200 | Policy Number: | 3230 |
| Previous Policy Number(s): | MT-76 | Updated or Reviewed in MT: | MT-78 | |

Requirements

Individuals who lack a fixed and regular nighttime residence and whose primary nighttime residence is a homeless shelter may be eligible for the Supplemental Nutrition Assistance Program (SNAP).

Basic Considerations

Individuals are considered residents of a homeless shelter if the primary nighttime residence is one of the following:

- A supervised shelter that provides temporary accommodations for homeless individuals,
- A halfway house that provides a temporary residence for individuals intended to be institutionalized.

Homeless individuals residing in a public or private nonprofit shelter should not be denied participation in SNAP on the grounds that they are residents of an institution. The number of meals provided by the shelter does not apply.

Homeless shelter residents must meet the same eligibility criteria and verification requirements as

any other AU.

Refer to [3205 Assistance Units](#) for additional policy regarding homeless individuals.

Procedures

Follow the steps below to determine eligibility for a homeless AU.

Step 1

Accept the application from the applicant/recipient (A/R) even if an address cannot be provided.

Step 2

Using the following guidelines, explore with the A/R who cannot provide an address the possibility of providing an alternate mailing address:

- If a shelter is selected as the mailing address, obtain an agreement from the manager to accept the AU's mail from the county until other arrangements can be made.
- If necessary, authorize benefits to be mailed to the county department with the following stipulations:
 - Require the AU member who receives benefits at the county office to sign upon receipt of their EBT card and PIN.
 - Encourage the AU who receives benefits at the county office to find an alternate mailing address.

Step 3

Request verification of income, resources, and any basic eligibility criteria that must be verified.

Step 4

Allow the homeless AU the same deductions that apply to any other AU. Complete the eligibility determination.

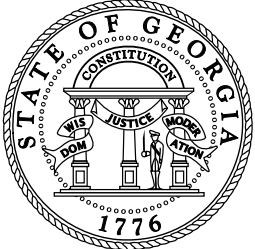
Step 5

Based on the AU's situation, assign a certification period, not to exceed twelve months.

Step 6

Refer the AU for any other appropriate services.

3235 Seasonal Farmworkers (Migrant or Non-Migrant)

| Georgia Division of Family and Children Services SNAP Policy Manual | | | | |
|---|-----------------------------------|---|-----------------------------------|-------|
|  | Policy Title: | Seasonal Farmworkers (Migrant or Non-Migrant) | | |
| | Effective Date: | September 2019 | | |
| | Chapter: | 3200 | Policy Number: | 3235 |
| | Previous Policy Number(s): | MT-10 | Updated or Reviewed in MT: | MT-55 |

Requirements

A migrant or seasonal farm worker who is employed in agricultural work of a seasonal or temporary nature is subject to special treatment.


Basic Considerations

Migrant **AND** seasonal farm workers have both of the following characteristics:

- are engaged in seasonal work such as planting, harvesting, packing, canning, freezing, etc. related to an agricultural crop, and
- are hired on a temporary basis when a job requires more workers than the farm employs on a regular basis.

Migrant farm workers move from one home base region or locale to another to engage in or seek farm, land or crop cultivation activities which are seasonal. The move may be within a state or across state lines.

A seasonal farm worker is not required to be absent from his permanent place of residence.

 If the season for the crop has not occurred at the time of application or review, the AU may still be treated as a seasonal farm worker AU if this work is the pattern from past years.

An AU is a migrant or seasonal farm worker AU if at least one adult AU member meets the above criteria. Only AUs with a migrant or seasonal farm worker(s) are defined as destitute.

A migrant or seasonal farm worker AU who meets destitute criteria is entitled to expedited processing. Refer to [3110 Expedited Application Processing](#).

Destitute AUs

If one of the following situations exists for the AU and the AU has liquid resources that do not exceed \$100, consider the AU destitute.

Terminated Source of Income

The AU's only income for the month of application was received from a terminated source prior to the date of application.

If one of the following situations exists, the income is considered to be from a terminated source:

- The AU's income is received on a monthly or more frequent basis and will not be received after the date of application or during the following month,
- The AU's income is received less often than monthly and will not be received in the month in which the next payment would normally be received.

New Income Source

The AU's only income for the month of application is from a new source and income from the new source will not be received by the 10th calendar day after the date of application.

If one of the following situations exists, the income is considered to be from a new source:

- The AU's income is received on a monthly or more frequent basis but income of more than \$25 will not be received within 30 days prior to the date of application.
- The AU's income is received less often than monthly and income of no more than \$25 has been received since the last normal pay day and will not be received at the next normal pay day.

Income from Terminated and New Sources

The AU's only income for the month is from both a terminated source prior to the date of application and a new source after the date of application.

- If the AU receives no income from the terminated source after the date of application and income of more than \$25 from the new source will not be received by the 10th day after the date of application, then the income is considered to be from a terminated or new source.

Same Source of Income

If one of the following situations exists, consider income as being received from the same source and is not a new or terminated source:


- The AU member changes jobs but continues to work for the same employer.
- A self-employed person secures contracts or other work from different customers.
- The AU moves from one crew chief to another but the income is received from the same grower.

 If income is received from a different grower, it is considered to be from a different source.

Procedures

Follow the procedures below to calculate the income of destitute AUs.

- Exclude reimbursements for travel expenses.
- Count as income a travel advance that is an advance on future wages and will be subtracted from future wages.

 Wage advances, whether excluded as reimbursements or included as income, are not considered when determining if the AU meets the definition of destitute.

- For the month of application, consider only the income received between the first of the month and the date of application.
- For the month of application, do not count the income from a new source anticipated to be received **after** the date of application.

The following program exemptions are applied to a migrant or seasonal farm worker AU:

- Exempt from work registration any AU member who is under an agreement with an employer or crew chief to begin employment when the season begins.
- Exempt the entire value of a licensed vehicle when the vehicle is necessary for long distance

travel to follow the work stream.

Budget prospectively using the conversion factor.

Do not prorate initial month's benefits of migrants in a job stream away from home who have not had a break in the period of eligibility when they apply in a new county.


- At reviews, do not count a new source of income in the first month of the new period of eligibility if the following occurs:
- the income is less than \$25.00

AND

- the new income will not be received from the new source by the 10th calendar day after the date of the AU's normal issuance cycle.
- At application or review, prospectively budget income expected to be received over the remainder of the period of eligibility. Refer to [3605 Prospective Budgeting](#).

Process as an expedited services application, if destitute. Refer to [3110 Expedited Application Processing](#).

3240 Strikers

| Georgia Division of Family and Children Services SNAP Policy Manual | | | | |
|---|-----------------------------------|----------------|-----------------------------------|-------|
|  | Policy Title: | Strikers | | |
| | Effective Date: | September 2019 | | |
| | Chapter: | 3200 | Policy Number: | 3240 |
| | Previous Policy Number(s): | MT-3 | Updated or Reviewed in MT: | MT-55 |

Requirements

An individual involved in a strike or planned stoppage of work is subject to special considerations in the determination of eligibility for benefits.

Basic Considerations

Assistance units (AU) which include strikers are eligible to participate in the FS program if they were entitled to or could have been entitled to benefits the day before the strike and are otherwise eligible at the time of application. Pre-strike eligibility is considered by determining the AU's eligibility for benefits as if it were the day prior to the strike.

AUs with strikers must meet the same work registration requirements as any other AU. Ongoing AUs are not eligible for an increased allotment because of a decrease in income caused by the strike.

Individuals Not Considered Strikers

The following individuals are not considered to be strikers:

- employees affected by lockout
- employees unable to work because of striking employees
- employees not part of the bargaining unit who do not want to cross the picket line because of fear of personal injury
- employees who have resigned, been laid off, fired, furloughed or permanently replaced while on strike
- employees not allowed to return to old jobs but offered different jobs
- self-employed individuals
- employees who go on strike but would have been exempt from work registration requirements, other than employment, on the day before the strike started. Example, a caretaker of a 3-year-old child who was working full time.

All other reported changes in circumstances, in addition to the strike, must be included when determining eligibility and the benefit level of the AU.

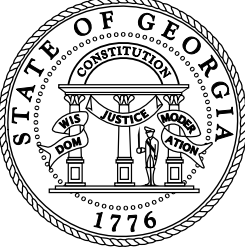
Procedures

Follow the steps in Chart 3240.1 for a Food Stamp AU which contains an individual who meets the definition of striker.

Chart 3240.1 - Food Stamp Treatment of Strikers

| AT APPLICATION | | FOR ONGOING CASES | |
|----------------|--|-------------------|--|
| Step 1 | Consider the AU's situation on the day prior to the strike and assume the strike did not occur. If the AU would have been ineligible, deny the application. | Step 1 | Compare the striker's income the day before the strike to the striker's current income. |
| Step 2 | Compare the striker's income the day before the strike to the striker's current income. | Step 2 | Add the higher of the two incomes to the current income of the other AU members. |
| Step 3 | Add the higher of the two incomes to the current income of the other AU members. | Step 3 | If gross countable income is equal to or less than the GIC, proceed to Step 4. |
| Step 4 | If gross countable income is equal to or less than the GIC, proceed to Step 5. Deny the application if the gross countable income exceeds the GIC. | Step 4 | Calculate deductions for the month of the strike as for any other AU. |
| Step 5 | Calculate deductions as for any other AU. | Step 5 | If the net income is equal to or less than the net income test, determine the benefit level based on the appropriate budgeting criteria. Terminate benefits if the net income exceeds the net income test, allowing timely notice. |
| Step 6 | If net income is equal to or less than the net income test, determine the benefit level based on the appropriate budgeting criteria. Deny the application if the net income exceeds the net income test. | | |
| Step 7 | Assign periods of eligibility as any other AU. | | |

3245 Students

|  | Georgia Division of Family and Children Services | | |
|---|--|---|----------------------------|
| | SNAP Policy Manual | | |
| | Policy Title: | Students | |
| | Effective Date: | May 2024 | |
| | Chapter: | 3200 | Policy Number: 3245 |
| Previous Policy Number(s): | MT-72 | Updated or Reviewed in MT: MT-77 | |

Requirements

An individual aged 18 to 49, who is enrolled at least half-time in an institution of higher education must meet special eligibility criteria to be eligible for SNAP benefits.

Basic Considerations

An individual is considered to be enrolled in an institution of higher education if the individual is enrolled in:

- A business, technical, trade, or vocational school that normally requires a high school diploma or equivalency certificate (GED) before enrollment or prior to completion of the program

OR

- A regular curriculum at a college or university that results in a degree, certificate or diploma regardless of whether a high school diploma is required.



Students enrolled in on-line classes, CD-ROM, DVD, Hybrid classes, and other courses are considered to be enrolled in an institution of higher education if the course (s) meets the above criteria.

An AU member enrolled in a post-secondary institution that is not an institution of higher education or is enrolled in an institution of higher education less than half time is **not** defined as a student in higher education for SNAP purposes and is **not** subject to the student eligibility criteria.

Courses Not Considered Higher Education

If a college normally requires a high school diploma or equivalency certificate (GED) but does not require either for a particular program or course, enrollment in such a program or course does not constitute enrollment in an institution of higher education.

The following courses fall in this category:

- English as a second language
- High school completion and GED courses
- Courses that are not a part of the regular college curriculum
- A Workforce Investment Act (WIA) program contracted by the college
- Continuing education or skill building courses
- Extra curricula courses

Student Eligibility Criteria

A student enrolled in an institution of higher education is eligible to participate in the SNAP if she/he qualifies for **one** of the following exemptions:

- is age 17 or younger or age 50 or older
- is physically or mentally unfit (unfitness may be a temporary incapacity or a permanent disability). Obtain a statement from a physician/medical source or a certified mental health provider. Receipt of or certification for a temporary or permanent disability benefit such as SSI, RSDI, VA, Railroad Retirement, or Workers Compensation, is acceptable verification of a disability or incapacity.
- is *employed* an average of 20 hours per week and is paid for such employment (in-kind income does not qualify for this student exemption).
- is *self-employed* for an average of 20 hours per week and receives gross weekly earnings at least equal to the federal minimum wage times 20 hours (in-kind income does not qualify for this student exemption).
- participates in an on-the-job training program. Participation in the training program is limited to the time the person is being trained by the employer.

- participate in a state or federally financed work study program during the regular school year
- receives TANF benefits
- participates in TANF work requirements with education as part of this plan
- is assigned to or placed in an institution of higher education through or in compliance with the Workforce Investment Act (WIA), Job Training Partnership Act (JTPA) of 1974, or Section 264 of the Trade Act of 1974
- participates in the SNAP Works Program, which is the SNAP Employment and Training (E&T) program with education as part of the work plan OR another E&T program or activity approved by (E&T)
- is responsible for the care of a dependent child under the age of six
- is responsible for the care of a dependent AU member who is age six but under age 12, for whom adequate child care is not available to enable the student to attend class **and** comply with work requirements by either working an average of 20 hours per week if employed or self-employed or by participating in a work study program
- is a single parent (natural, adoptive, step or when no parent is present, an individual who has parental control) enrolled in an institution of higher education on a full time basis and is responsible for the care of a dependent child under age 12 who is in the same SNAP AU as the parent.

Determine if a student is responsible for the care of a dependent child by using the following criteria:

- the student is the parent of the minor child;
- when no parent is present, the student has parental control of the minor child;
- the student is responsible for the physical care of the child. Financial support of the child is not a determining factor.



The student has an obligation as a caretaker to care for the basic needs and well-being of the minor child. The child does not have to be in the home in order for the student to be responsible for the child's care.



Only one parent in the AU can claim the status of a caretaker responsible for a dependent child.

The client's statement may be accepted for student status, but note that third-party verification is required for exemption as a student for work registration status. Contact the institution to verify if the student is enrolled at least half-time, if questionable.

A student is ineligible for SNAP if the institution provides a majority (more than 50 percent of three meals daily) of the student's meals each day. For example, if the student's meals are provided by the school and included in the tuition or fees, then the student may be considered a boarder. These students are considered residents of an institution and ineligible for SNAP benefits.

Individuals who do not receive the majority of their meals from a meal plan are not residents of an institution and may be eligible for SNAP, if they meet other eligibility criteria.

The income and resources of the ineligible student will not be considered when determining the eligibility and benefit level of the eligible AU members.

Any money an ineligible student gives to the AU counts as unearned income. A payment made by an ineligible student on behalf of the AU directly to a third party is treated as a vendor payment.

The enrollment status begins on the **first** day of the school term of the institution of higher education and continues through normal periods of class attendance, vacation, and recess. **For example**, a high school senior may be accepted by a college and registered for classes before graduation; however, the person is not considered to be enrolled in school until the first day of the school term.

Student status ends when one of the following occurs:

- student graduates
- student is suspended or expelled
- student drops out of school
- student does not intend to register for the next normal school term (excluding summer school).

Refer to [3420 Income](#) for policy regarding educational Income.

Educational income that is excluded in the SNAP budget includes the following:

- Basic Educational Opportunity Grant (BEOG)
- Pell Grant
- Federal Supplement Education Opportunity Grant (FSEOG)
- State Student Incentive Grant (SSIG)
- Federal Direct Student Loan Program (FDSLPL)
- FFELP, includes Federal Direct Stafford Loan, Unsubsidized Stafford Loan, Consolidated Loan, PLUS Program
- Federal Airlines Loan Program
- Bureau of Indian Affairs Adult Education, Higher Education, GED, Job Training and Technical School Programs
- Federal Work Study Programs
- TRIO Grants such as Upward Bound, Robert E. McNair Post-Baccalaureate Achievement, Student Support Services
- Robert C. Byrd Honors Scholarship
- College Assistance Migrant Program (CAMP)
- High School Equivalency Program (HEP)
- National Early Intervention Scholarship and Partnership Program
- HOPE Scholarship
- Educational assistance received through the Montgomery GI Bill




This list is not all inclusive.

Verification

[Form 875, Verification of Educational Assistance Income](#), may be used to verify a student's eligibility through the work study criterion.

3300 Basic Eligibility Criteria Overview

| | | | |
|---|--|-------------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | Basic Eligibility Criteria Overview | |
| | Effective Date: | November 2019 | |
| | Chapter: | 3300 | Policy Number: |
| Previous Policy Number(s): | MT-1 | Updated or Reviewed in MT: | MT-57 |

Requirements


An assistance unit (AU) member must meet certain non-financial eligibility criteria in order to receive benefits.

Basic Considerations

Following is a list of non-financial eligibility criteria which must be applied to members of a food stamp AU prior to a determination of eligibility.

- Cooperation with eligibility investigations
- Lawbreakers
- Intentional Program Violations
- Citizenship/Alien status
- Enumeration
- Identity
- Residency
- FS work requirements

3305 Cooperation with Eligibility Investigations

| | | | |
|---|--|---|-----------------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | Cooperation with Eligibility Investigations | |
| | Effective Date: | November 2019 | |
| | Chapter: | 3300 | Policy Number: |
| Previous Policy Number(s): | MT-7 | Updated or Reviewed in MT: | MT-57 |

Requirements

An assistance unit (AU) may be asked to cooperate with special investigations or reviews of its eligi-

bility for benefits.

Basic Considerations

Special reviews or investigations of an AU's eligibility may be conducted by such entities as Quality Control (QC) and the Office of Inspector General (OIG).


Quality Control Reviews

AUs are required to cooperate with QC reviews. Refusal to cooperate with a QC review results in termination of the AU's eligibility. If QC staff determines that an AU has refused to cooperate with the QC review process, the QC staff notifies the eligibility worker (EW). A written notification from the QC staff instructs the EW to take action to close a case for failure to cooperate with the QC review process. QC provides the period of ineligibility that is to be imposed, and the AU is given timely notice. If the AU decides to cooperate during the timely action period, QC staff notifies the EW to delay or terminate the closure action.

Office of Inspector General

The AU is not mandated to cooperate with an OIG investigation of its past eligibility for benefits. The investigators may request but not require AU members to attend meetings, discuss issues on the telephone or respond to written requests in order to gather information or evidence. If the AU member fails to or refuses to cooperate with such requests, the investigator proceeds with the investigation and, if sufficient evidence is provided, adverse action may proceed through the Administrative Disqualification Hearing process. Unless the AU's current eligibility is in question, the AU's eligibility for current benefits is not terminated. The AU is not to be threatened with the possibility of termination for not cooperating with an OIG investigation of past program eligibility.

3310 Lawbreakers

| | | | |
|---|--|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | Lawbreakers | |
| | Effective Date: | July 2021 | |
| | Chapter: | 3300 | Policy Number: |
| Previous Policy Number(s): | MT-57 | Updated or Reviewed in MT: | MT-65 |

Requirements

Individuals who are convicted of certain crimes, who are probation or parole violators, or who are fleeing to avoid prosecution, custody or confinement for a felony are ineligible for FS benefits and are not included in the FS assistance unit (AU).

Basic Considerations

Individuals who, after August 22, 1996, have committed and were convicted of an offense classified as a felony related to the possession, use or distribution of a controlled substance (i.e., drug felons),

and which does not involve FS, are permanently disqualified in the Food Stamp Program, and are not included in the FS AU, **unless** the State legislature where the individual resides has enacted legislation limiting the period of disqualification. The period of ineligibility is equal to the period provided by the State legislature.

Individuals who, after February 7, 2014, have committed and were convicted as an adult of aggravated sexual abuse, murder, sexual exploitation, and other abuse of children, a Federal or State offense involving sexual assault, or an offense under State law determined by the Attorney General to be substantially similar to such an offense shall be ineligible for FS benefits if they are not in compliance with the terms of their probation or parole or are fleeing prosecution.

Controlled Substance Abuse Felons (Drug Felons)

On July 1, 2016, the Georgia State Legislature lifted the permanent disqualification for individuals who after August 22, 1996, were convicted of a felony related to the possession, use or distribution of a controlled substance.

This means these individuals are no longer disqualified from the Food Stamp Program and may be potentially eligible for FS benefits effective **July 1, 2016**.

If a drug felon **has been incarcerated and is released from prison**, then they may become eligible for benefits if they remain compliant with the general and special conditions of their parole or probation. If they are noncompliant with the terms of their parole or probation, they will become ineligible for FS benefits.

If a drug felon **violates the terms of their probation as determined by a court order or violates the terms of their parole as determined by a State Board of Pardons and Paroles order**, they will become ineligible for FS benefits. If these individuals complete the original sentence imposed on them, then they will remain eligible for FS benefits.

Additional Convicted Felons

Section 4008, of The Agricultural Act of 2014, prohibits anyone convicted of aggravated sexual abuse, murder, sexual exploitation and abuse of children, sexual assault as defined in the Violence Against Women Act of 1994, or a similar State law after February 7, 2014, and who is also not in compliance with the terms of their sentence or a fleeing felon from receiving SNAP benefits. Applicants must attest to whether he or she, or any other member of the household, has been convicted of such a crime. Convictions for conduct that occurred on or before the date of enactment do not apply.

Lawbreakers Becoming Eligible for FS Benefits

Discuss FS policy regarding lawbreakers with the applicant or recipient (A/R) at initial application and recertification.

Accept and document the A/R's statement of his/her parole or probation status unless questionable. If questionable, verify with the appropriate law enforcement agency or court.

Address the eligibility of clients who have been previously disqualified as drug felons at the next recertification or at the time the individual requests to be added to the FS case (whichever is ear-

lier).

First Offender Status

An individual who meets the definition of a lawbreaker, but who has been granted first offender status by the court, is not subject to a FS disqualification.

Minors

A minor adjudicated as a delinquent through the juvenile court system has not been convicted of a crime and is not subject to the FS disqualification as a lawbreaker.

A minor who is prosecuted and convicted as an adult is subject to a penalty or disqualification as a lawbreaker.

Parole/Probation Violators

Any individual who is violating a condition of his/her parole or probation is ineligible for FS benefits and is not included in the FS AU. The individual is disqualified in the Food Stamp Program until he/she is no longer a parole/probation violator.

Fleeing Felons

Individuals who are fleeing to avoid custody or confinement for a felony conviction or fleeing to avoid prosecution for a felony are ineligible for FS benefits and are not eligible to be included in the FS AU. The individual is disqualified in the Food Stamp Program until he/she is no longer fleeing.

Determining Fleeing Felon Status Four-Part Test

To establish if an individual is a fleeing felon, verify that:

1. The individual has an outstanding felony warrant with a Federal, State or local law enforcement agency and the cause of the warrant is for committing or attempting to commit a felony crime under the law of the place from which the individual is fleeing;
2. The individual is aware of or should reasonably have been able to expect that the felony warrant has already or would have been issued;
3. The individual has taken some action to avoid being arrested or jailed; and
4. The Federal, State or local law enforcement agency is **actively seeking** the individual.

Definition of Actively Seeking a Fleeing Felon

Actively seeking is defined as:

- A. When a Federal, State or local law enforcement agency ***informs the DHS-DFCS agency that it intends to enforce an outstanding felony warrant or to arrest an individual for a probation or parole violation within 20 days of submitting a request for information*** about the individual to the agency;
- B. When a Federal, State or local law enforcement agency ***presents a felony arrest warrant***; and
- C. When a Federal, State or local law enforcement agency ***states that it intends to enforce an***

outstanding felony warrant or to arrest an individual for a probation or parole violation within 30 days of the date of the request from DHS-DFCS about a specific outstanding felony warrant or probation or parole violation.

Agency Response Time

The address, SSN and photograph, if available, of a member of a FS AU will be provided to federal, state or local law enforcement officers if any of the following criteria are met:

- the AU member is fleeing to avoid prosecution, custody or confinement for a felony
- the AU member is a probation or parole violator

OR

- the AU member has information that is necessary for the officer to conduct official duties, and the location or apprehension of the AU member is within those official duties.

The law enforcement agency must provide the request in writing.

The agency must give the law enforcement agency 20 days to respond to a request for information about the conditions of a felony warrant or a probation/parole violation and whether the law enforcement agency intends to actively pursue the individual.

If the law enforcement agency **does not** indicate that it intends to enforce the felony warrant or arrest the individual for the probation/parole violation within 30 days of the date of the agency's request for information, the agency must determine that the individual is not a fleeing felon or probation/parole violator and document the case accordingly.

If the law enforcement agency **does** indicate that it intends to enforce the felony warrant or arrest the individual for probation/parole violation within 30 days of the date of the agency's request for information, the agency will postpone action on the case until the 30-day SOP. Once 30 days has expired, the agency must verify with the law enforcement agency whether it has attempted to execute the felony warrant or arrest the probation/parole violator. If law enforcement agency has, the individual has been determined to be a fleeing felon or probation/parole violated, and the agency must deny the applicant or remove the individual from the FS case.

If law enforcement agency has not taken action within 30 days, the agency must not consider the individual a fleeing felon or probation/parole violator and must document the case file and take no further action on the case.

Disqualification Periods

The disqualification periods for lawbreakers are as follows:

CHART 3310 – LAWBREAKERS

| | |
|---|--|
| Individuals who commit and are convicted after August 22, 1996, of a felony related to possession, use or distribution of a controlled substance. (Crime does not involve FS benefits.) | Disqualified until no longer a fleeing felon or parole/probation violator. |
|---|--|


| | |
|---|--|
| Individuals who, after February 7, 2014, have committed and were convicted as an adult of aggravated sexual abuse, murder, sexual exploitation, and other abuse of children, a Federal or State offense involving sexual assault, or an offense under State law determined by the Attorney General to be substantially similar to such an offense | Disqualified until no longer a fleeing felon or parole/probation violator. |
| Individuals fleeing to avoid prosecution, custody or confinement for a felony. | Disqualified until no longer fleeing to avoid prosecution, custody or confinement. |
| Individuals violating a condition of their probation or parole. | Disqualified until no longer a probation/parole violator. |

Procedures

Procedures for Disqualifying Lawbreakers

- Step 1** If the individual is a lawbreaker and is noncompliant with the terms or conditions of his/her parole or probation or is a fleeing felon, then disqualify the individual in the case.
- Step 2** Determine eligibility for the remaining AU members, counting the income and resources of the disqualified individual. Refer to [3625 Budget for an AU with IPV Disqualified or Work Sanctioned Individuals or Lawbreakers](#).
- Step 3** At application, provide adequate notice to the AU. Include in the notice the reason for the penalty/disqualification and the time period for the disqualification, if applicable.
- Step 4** At the review, provide adequate notice to the AU prior to imposing the disqualification. Include in the notice the reason for the penalty/disqualification and the time period for the disqualification, if applicable.
- Step 5** At interim change, provide timely notice to the AU prior to imposing the disqualification. Include in the notice the reason for the penalty/disqualification and the time period for the disqualification, if applicable.

3315 Intentional Program Violations

| | | | | |
|---|---|-----------------------------------|-----------------------|------|
|  | Georgia Division of Family and Children Services | | | |
| | SNAP Policy Manual | | | |
| | Policy Title: | Intentional Program Violations | | |
| | Effective Date: | September 2020 | | |
| | Chapter: | 3300 | Policy Number: | 3315 |
| Previous Policy Number(s): | MT-57 | Updated or Reviewed in MT: | MT-61 | |

Requirements

Individuals who have committed an intentional program violation (IPV) are disqualified from the Supplemental Nutrition Assistance Program (SNAP) - formerly Food Stamp (FS) Program - and are ineligible for FS benefits.

Basic Considerations

An IPV is an intentional action by an individual to establish or maintain an AU's eligibility or to increase or prevent a decrease in the AU's benefits, by providing false or misleading information or by withholding information.

An IPV also includes:

- Trading, selling, or intending to sell FS benefits;
- Improperly using, possessing, or obtaining FS EBT cards/FS benefits;
- Using FS benefits to buy ineligible items such as, but not limited to, alcohol or cigarettes;
- Committing any acts that constitute a violation of the Food and Nutrition Act of 2008 – Supplemental Nutrition Assistance Program (SNAP), formerly Food Stamp Program (FSP) federal regulations.

 This list is not all inclusive.

The Department of Human Services (DHS) Office of Inspector General (OIG) is the state agency responsible for establishing the existence of an IPV.

An IPV is established by one of the following methods:

- conviction by the courts
- administrative finding

An administrative finding includes the following:

- signing of a Prosecuting Attorney's Consent (PAC) Agreement;
- an Administrative Disqualification Hearing (ADH);
- a Waiver of Hearing and Disqualification Consent (WDH) Agreement.

Food Stamp (SNAP) Disqualification Periods

The appropriate disqualification period is determined by the OIG agent who adjudicated the claim(s) based on the following criteria:

- the date the IPV was committed;
- the method by which the IPV was established; and
- the number of IPV's committed by the individual.

The length of the FS disqualification periods is based on the [Chart 3315.1, Food Stamp \(SNAP\) Program Penalties for IPV](#).

FS IPV's committed in other states are considered when determining if the current IPV is the first or a subsequent violation.

Disqualification periods imposed in another state are continued when the individual who committed an IPV applies for and/or is approved for FS benefits in Georgia.

The Disqualified Recipient System (DRS) icon in Gateway provides the necessary information to determine the length of the disqualification. All IPV disqualifications must be entered into the Electronic Disqualified Recipient System (eDRS). Refer to Volume IV, Benefit Recovery.

Adequate notice must be provided to the AU prior to imposing the FS disqualification. Timely notice is not required.

Effective Month of the Disqualification

The FS IPV disqualification is imposed based on the following criteria:

- within 45 days of the date of the court order, or
- within 45 days of the date the PAC agreement is signed, or
- the first month following the month the AU receives written notification of the ADH from the Administrative Law Judge, or
- the first month following the month the disqualified individual signs the WDH.

The FS disqualification is imposed based on the above criteria regardless of whether the individual is receiving FS benefits for the month.

Once a disqualification period is imposed, it remains in effect until the end of the disqualification period, regardless of the FS eligibility of the disqualified individual.

If the disqualification is not imposed for the appropriate month, an overpayment exists.

Disaster Supplemental Nutrition Assistance Program (DSNAP)

A disqualified individual may receive food stamps in the Disaster Supplemental Nutrition Assistance Program (DSNAP) Program if otherwise eligible. Disqualifications that are imposed because of fraud in the DSNAP program are a part of the total disqualification record. These disqualifications are added to the Electronic Disqualified Recipient System (eDRS).


Food Stamp (SNAP) Disqualification Periods

The following chart provides the Food Stamp (SNAP) disqualification periods applied to individuals who have committed an IPV.

Chart 3315.1 - Food Stamp (SNAP) Program Penalties for IPV

| If the head of household (HOH) or any household member: | Then that household member will be INELIGIBLE for FS: |
|---|---|
| <ul style="list-style-type: none"> • hides information or does not tell the truth • uses EBT cards that belong to someone else • uses FS benefits to buy alcohol or tobacco trades or sells FS benefits or EBT cards | <ul style="list-style-type: none"> • for 12 months for the first offense • 24 months for the second offense • and permanently for the third offense |
| <ul style="list-style-type: none"> • has used or received FS benefits in a transaction involving the sale of a controlled substance (drugs) | <ul style="list-style-type: none"> • for 24 months for the first offense and • permanently for the second offense |

| If the head of household (HOH) or any household member: | Then that household member will be INELIGIBLE for FS: |
|--|--|
| <ul style="list-style-type: none"> • has used or received FS benefits in a transaction involving the sale of firearms, ammunition or explosives after 8/22/96 | <ul style="list-style-type: none"> • permanently for the first offense |
| <ul style="list-style-type: none"> • has been convicted for trafficking benefits for an amount of \$500 or more after 8/22/96 | <ul style="list-style-type: none"> • permanently for the first offense |
| <ul style="list-style-type: none"> • has given false information about where they live or about identity (who they are) to get multiple FS benefits in more than one area after 8/22/96 | <ul style="list-style-type: none"> • for 10 years |

 If a court order imposes a disqualification period that is different from the periods indicated above, apply the court ordered disqualification period.

Procedures

Follow the steps below when notification is received from OIG that an IPV has been established:

- Step 1** Determine the IPV category.
- Step 2** Disqualify the individual who committed the IPV by coding his/her status in Gateway.
- Step 3** Determine eligibility for the remaining AU members, counting the income and resources of the disqualified AU member. DO NOT include the disqualified member in the AU. Refer to [3625 Budget for an AU with IPV Disqualified or Work Sanctioned Individuals or Lawbreakers](#).
- Step 4** Provide adequate notice to the AU prior to imposing the disqualification. Timely notice is not required.

Include in the notice, the new benefit amount, and the period of the disqualification.
- Step 5** Impose the FS (SNAP) IPV disqualification effective the appropriate month based on the disposition package received from OIG and the method by which the IPV was determined. Refer to Basic Considerations in this section.


Consider any OP created when the disqualification is not imposed timely.
- Step 6** Comply with the court order if it specifies the date for imposing the disqualification.

Gateway will set up a task for the end of the disqualification periods.
- Step 7** File the disqualification notices received from OIG or the Office of State Administrative Hearing (OSAH) on top of all other claims information in the case record.
- Step 8** Once imposed, the period of disqualification continues and is uninterrupted regardless of the eligibility of the disqualified individual.

Step 9 Enter information about the IPV into the DRS system. Refer to Volume IV, Benefit Recovery.

Step 10 Establish a claims record, if appropriate. Refer to Volume IV, Benefit Recovery.

3320 Citizenship/Alien Status

| | | | | |
|---|--|--------------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Citizenship/Alien Status | | |
| | Effective Date: | July 2024 | | |
| | Chapter: | 3300 | Policy Number: | 3320 |
| | Previous Policy Number(s): | MT-70 | Updated or Reviewed in MT: | MT-78 |

Requirements

To qualify for Supplemental Nutrition Assistance Program (SNAP) benefits, individuals must be a U.S. citizen, U.S. National, or eligible immigrant. Pursuant to section 11(e)(2)(b)(v)(II) of the Food and Nutrition Act of 2008, 7 C.F.R), 273.2 (f)(1)(ii), and the Social Security Act § 1137(a), individuals who are applying for SNAP benefits must verify their citizenship or immigration status and/or provide or apply for an SSN. Some immigrants are eligible, and some are not, depending on their legal status. An individual, who is not applying for SNAP benefits and who does not provide citizenship or immigrant status and/or an SSN may be designated as a non-applicant. A non-applicant is not required to provide citizenship, immigrant status, or an SSN but is required to provide other information that may affect the eligibility of the other applicant AU members such as income or resources. A non-applicant is not eligible to receive SNAP benefits.

Basic Considerations

U.S Citizens

A U.S. citizen is an individual who meets one of the following conditions:

- born in one of the 50 states, the District of Columbia, Puerto Rico, Guam, U.S. Virgin Islands (St. Thomas, St. John and St. Croix), Northern Mariana Islands (Saipan, Rota, and Tinian), American Samoa, or Swains Island
- born in another country to a U.S. citizen



If a Certificate of Citizenship or Report of Birth Abroad was filed on behalf of the child, then no other documents are required to verify citizenship. Refer to Verification of Citizenship in this section for verification requirements.

- naturalized or born in another country to a non-U.S. citizen residing in the U.S. for the required period and becoming a U.S. citizen
- a child adopted by a U.S. citizen or naturalized citizen



Effective February 27, 2001, The Child Citizenship Act amended the Immigration and Naturalization Act (INA) to provide U.S. citizenship to certain foreign-born children including adopted children of U.S. citizens if certain criteria are met.

The criteria are as follows:

- the child must have at least one U.S. citizen parent (by birth or naturalization)
- the child must be under 18 years of age
- the child must be a lawful permanent resident
- the child must be residing permanently in the U.S. in the legal and physical custody of the U.S. citizen parent
- the child is adopted but meets the requirements applicable to adopted children under immigration law.

For SNAP purposes, the following aliens are to be treated as citizens of the United States:

- American Indians born in Canada living in the U.S. under Section 289 of the Immigration and Naturalization Act (INA) or non-citizen members of a federally recognized Indian tribe under Section 4(e) of the Indian Self-determination and Education Assistance Act. This provision is intended to cover Native Americans who are entitled to cross the United States border into Canada or Mexico. Included under the provisions are the Regis Band of the Mohawk in New York, the Micmac in Maine and the Kickapoos in Texas.
- An individual lawfully residing in the United States who was a member of a Hmong or Highland Laotian tribe that rendered assistance to the United States personnel by taking part in a military or rescue operation during the Vietnam Era (August 5, 1964 - May 7, 1975). This category includes the spouse or unmarried surviving spouse or unmarried dependent children of these individuals.

Verification of Citizenship

The following forms of verification may be used to verify citizenship:

- Birth certificate
- Certificate of Citizenship (N-560, N-561, N-600, or N-643)
- Naturalization certificate (N-550) (N-570)
- Report of Birth Abroad of U.S. Citizen (Form FS-240, FS 545, DS 1350)
- U.S. Citizen I.D. card (I-197 or I-179)
- U.S. Passport
- Consular Report of Birth
- American Indian card (I-872), first issued by INS, now known as the United States Citizenship and Immigration Services (USCIS) in 1983
- Northern Mariana Primary I.D. card (I-873), issued prior to 1986 and to applicants born prior to 11/3/86 by INS
- Court records of parentage, juvenile proceedings, or child support indicating place of birth

- Property records verifying U.S. citizenship status
- Religious record of birth recorded in the U.S. or its territories within three months of birth. The document must show either the date of birth or the individual's age at the time the record was made
- Any document that establishes place of birth or U.S. citizenship such as records from SSA, VA, local government agencies, hospitals, and a clinic's record of birth or parentage
- Verification of citizenship established through another public assistance program or governmental agency. For example, the Medicaid or TANF program.
- Evidence of civil service employment by the U.S. government before 6/1/76
- Early school records showing the date of admission to the school, the child's date and place of birth, and the name(s) and place(s) of birth of the parent(s)
- Census record showing the name, U.S. citizenship or a U.S. place of birth, and the date of birth or age of the individual
- Adoption Finalization Papers showing the child's name and place of birth in one of the 50 states, the District of Columbia, Puerto Rico, Guam, U.S. Virgin Islands (St. Thomas, St. John, St. Croix), Northern Mariana Islands (Saipan, Rota, Tinian), American Samoa, or Swains Island
- A Third-Party Collateral Statement of a person who has knowledge of an individual's place of birth (used only when no other method of verification is available)

Citizenship verification is not required in the first month of SNAP participation for applications subject to expedited application processing.

Refusal to verify citizenship results in an automatic determination of not meeting the citizenship requirements.

An individual who does not meet the citizenship requirement is ineligible and is not included in the AU. Refer to [3635 Budget for an AU with Ineligible Aliens or Ineligible ABAWDs](#).

Citizenship Verification for Newborns

A newborn's citizenship must be verified in order for the newborn to be included in the assistance unit. Compliance with citizenship requirements is not required until the next recertification (renewal) **or** within six months following the month of the newborn's birth whichever is later.

Newborns approved for "**Newborn Medicaid**" or listed on the "**Newborn Report of Birth**" have met the citizenship verification requirements for SNAP. Case documentation should indicate that citizenship was established by Medicaid or another governmental entity whichever is appropriate.

Good Cause

Good cause may be established when it is determined that the AU has made every effort to obtain citizenship verification but has been unable to provide the documentation by the verification deadline.

The agency must make every effort to assist the AU in obtaining the documents needed to verify citizenship. **Good cause is granted until the next recertification (renewal).**

Good cause reasons include the following:

- Temporary absence from the home
- Inability of the AU to obtain documents from a hospital or the vital records department because the AU was not born in Georgia
- Financial hardship

If good cause is established at initial application **OR** is established when an individual is added to the AU, then document the following information:

- The AU's reason for not verifying citizenship
- The reason and period for granting good cause
- The assistance provided to the AU in obtaining verification

Include the individual in the AU.

If the individual meets the citizenship requirement during the good cause period, then document the following information:

- that the citizenship requirement has been met
- the date and source of verification provided by the AU

If the good cause period has expired and the AU has not provided verification, then the individual is ineligible to participate in the SNAP.

Expiration of Good Cause Period

Follow the procedures below for individuals who have failed to verify citizenship:

1. Document the good cause determination.
2. Change the status to ineligible member. Refer to [3635 Budget for an AU with Ineligible Aliens or Ineligible ABAWDs](#).
3. Issue timely notice to the AU. The notice must include the following information:
 - The reason for the action
 - The eligibility and benefit amount for the remaining AU members
 - The action the individual must take to be added to the AU

Remove the individual from the AU effective the month following the month timely notice expires.

Aliens

An alien is anyone living in the U.S. who is not a U.S. citizen.

The USCIS categorizes aliens as immigrants, non-immigrants, and undocumented aliens.

Immigrant Aliens

Immigrants are individuals lawfully admitted to the U.S. for permanent residence.

Ineligible Aliens

The following aliens are not eligible to receive SNAP benefits:

Non-Immigrant Aliens

Non-immigrants are individuals, who are admitted to the U.S. for lawful temporary residence, including those admitted under employment authorization. Also included as non-immigrants are tourists, visitors, foreign students, and diplomats.

Undocumented Immigrant Aliens

Undocumented aliens are those individuals who are not in the U.S. lawfully and those residing in the U.S. without USCIS documentation or who are in violation of the terms of a non-immigrant visa after entering the U.S. legally.

If an immigrant alien indicates inability or unwillingness to provide verification of alien status for any alien AU member, that alien is classified as an ineligible alien. In such cases, the agency must not continue efforts to obtain the verification. Refer to [3635 Budget for an AU with Ineligible Aliens or Ineligible ABAWDs](#).

Definition of Qualified Aliens

A qualified alien is an alien who is legally residing in the U.S. and who may be eligible to receive SNAP benefits.

A qualified alien is an alien, who at the time he/she applies for or receives SNAP benefits, is in one of the following categories as determined by the United States Citizenship and Immigration Services (USCIS) a Bureau of the U.S. Department of Homeland Security (DHS):

- **Lawful Permanent Resident (LPR)** under the INA - Individuals who have been admitted for permanent residence into the United States, which may include “Sponsored Aliens”. This category includes the Amerasian immigrants defined under Section 584 of the Foreign Operations, Export Financing and Related Program Appropriations Act of 1988. They are immigrants born in Vietnam between January 1, 1962 and January 1, 1976, to Vietnam mothers and U.S. citizen fathers. This category also includes the surviving spouses and children of deceased Afghans and Iraqis who previously worked for or on behalf of the U.S. government. They are the Surviving Spouse or child of an SQ-1 eligible person (SW1), the current spouse of SW1 (SW2), and the unmarried child of SW1 (SW3). These Special Immigrant LPRs meet the immigration status requirement for public benefits under section 602(b)(8) of the Afghan Allies Protection Act of 2009 (8 U.S.C. § 1101 note) and section 1244(g) of the Refugee Crisis in Iraq Act of 2007, which state that individuals granted this special immigrant status “shall be eligible for resettlement assistance, entitlement programs, and other benefits available to refugees admitted under section 207 of [the Immigration and Nationality] Act (8 U.S.C. 1157).

Refer to [3105 Application Processing](#) regarding policy for disclosure of citizenship/alien status and social security numbers.

- Asylums under section 208 of the INA - Individuals physically present in the United States who, if returned to their country of origin, would be under persecution or well-founded fear of persecution.
- Refugees under section 207 of the INA - Individuals admitted from abroad after they are determined to be under persecution or well-founded fear of persecution in situations of special humanitarian concern to the United States.
- Victims of trafficking, as defined by (The Trafficking Victims Protection Act of 2000) are treated as refugees for SNAP purposes. Victims of tracking may hold any immigration status. Victims of trafficking are individuals who have been subjected to (1) sex trafficking where the act is induced by force, fraud, or coercion or the individual induced to perform the act is under 18 or (2) involuntary servitude, bondage, or slavery.

If the victim is age 18 or older, s/he must be certified as willing to assist in the investigation and prosecution of the trafficker. The federal Office of Refugee Resettlement issues the victim a letter of certification as trafficking victims.

To receive SNAP, the alien must have a letter of certification from the Office of Refugee Resettlement or Health and Human Services.

Victims of trafficking are issued T Visas by the U.S. Immigration and Citizenship Services. Under TVPRA, eligible relatives of trafficking victims are entitled to Visas designated as T-2, T-3, T-4, or T-5 (collectively referred to as “Derivative T Visas”) and after the issuance of the visas are eligible for federally funded or administered benefits, including SNAP, to the same extent as directed victims of severe trafficking, provided that they meet the other eligibility criteria for the programs.

- Parolees under section 212(d)(5) of the INA - Individuals who have been granted temporary permission to enter and be present in the United States. Although parolees are legally in the U.S., they have not been granted formal admission into the U.S. When the parole period expires, they are required to leave unless they are eligible to be admitted in a formal status.
- Deportees - Individuals whose deportation is being withheld under Section 243(h) of the INA as in effect before 4/1/97 or removal is withheld under Section 241(b)(3) of the INA. This is a discretionary procedure used by USCIS to provide relief from deportation by suspending the enforcement of immigration law against a particular group of individuals.
- Conditional Entrants - Individuals granted entry into the U.S. under section 203(a) (7) of the INA as in effect prior to April 1, 1980.
- Cuban or Haitian Entrants - Cubans or Haitians who come to the U.S. by boat, without proper travel documentation and who are eligible to become LPRs through the 1986 Immigration Reform and Control Act (IRCA). This also includes Cuban and Haitian Nationals who are paroled under the Western Hemisphere Parole (WHP) COA.
- Battered Immigrant Aliens - Immigrants who are battered spouses, battered children, or is an immigrant child(ren) of a battered parent with a petition pending under section 204(a)(1)(A) or (B) or section 244(a)(3) of the INA.

Immigrants who have filed a petition to be considered a battered individual with the USCIS are to be considered qualified immigrants. Qualified alien status is extended to these battered

immigrants who are (or were) married to LPRs or U.S. citizens or whose parents are LPRs or U.S. citizens.

The immigrant must have documentation that a petition has been filed.

- Iraqi Immigrants – Individuals who have been granted special immigrant status under section 101(a)(27) of the INA. Effective 12/26/07, these immigrants were granted special immigrant status under Public Law 110-161 of The Consolidated Appropriations Act of 2008 and are eligible for SNAP benefits. The period of eligibility for Iraqi immigrants cannot exceed eight (8) months. **Effective 12/19/09**, these immigrants became eligible for SNAP benefits to the same extent as refugees under Section 207 of the INA (i.e., seven years from the date status was granted) under Public Law 111-118. After the initial eight-month eligibility period has expired, the immigrant must be reconsidered under another condition for qualified aliens, in which he/she may be eligible under the 5-year residence, refugee, asylum or other condition, to continue his/her eligibility for SNAP benefits.
- Afghan Immigrants – Individuals who have been granted special immigrant status under section 101(a) (27) of the INA. Effective 12/26/07, these immigrants were granted special immigrant status under Public Law 110-161 of The Consolidated Appropriations Act of 2008. Under this law, the period of eligibility for Afghan aliens cannot exceed six (6) months. Effective 3/11/09 under The Omnibus Appropriations Act of 2009, Public Law 111-08, the period of eligibility for Afghan aliens was extended from six (6) months to eight (8) months. **Effective 12/19/09**, these immigrants became eligible for SNAP benefits to the same extent as refugees under Section 207 of the USCIS (i.e., seven years from the date status was granted) under Public Law 111-118.

After the initial six or eight-month eligibility period has expired, the immigrant must be reconsidered under another condition for qualified aliens, in which he/she may be eligible under the 5-year residence, refugee, asylum, or other condition, to continue his/her eligibility for SNAP benefits.

An Iraqi or Afghan alien is considered to be a qualified alien from the date the individual is granted special immigrant status or the date the individual entered the U.S. as a special immigrant.

- Afghan Humanitarian Parolees (Non-SI Parolees) - Individuals paroled into the United States under section 212(d)(5) of the INA (8 USC 1182(d)(5)). That section gives the Attorney General the discretion to parole individuals in the United States “for urgent humanitarian reasons”. Such paroled individuals are qualified aliens. They are eligible for SNAP benefits from their date of entry, without a 5-year waiting period.
- Haitian Immigrants in the Haitian Family Reunification Parole Program (HFRP) – Haitian immigrants in this program are eligible Haitian family members of U.S. citizens and lawful permanent residents (LPR) (79 F.R. 75581). Under the HFRP Program, the DHS U.S. Citizenship and Immigration Services (USCIS) will offer certain Haitian beneficiaries of family-based immigrant petitions an opportunity to apply for a discretionary grant of parole for up to approximately two years to enter the U.S. This would allow the beneficiaries to wait for their immigrant visas with their families in the U.S. rather than in Haiti.

Haitians approved for the HFRP Program will enter the U.S. as Cuban/Haitian entrants under Section §501(e) of the Refugee Education Assistance Act of 1980 (REAA). When their immigrant

visas become available, they would then be eligible to apply to adjust to Lawful Permanent Resident (LPR) status. At the point of adjustment to LPR status, many of these individuals must have a sponsor execute a USCIS Form I-864 Affidavit of Support.

Beneficiaries approved for the HFRP Program will be paroled into the U.S. as Cuban/Haitian entrants under §501(e) of the REAA, those individuals will be eligible for SNAP benefits **without** a waiting period. For those cases in which an I-864 form has been executed when the individual adjusts to LPR status, sponsor deeming will apply in accordance with existing Federal law.

- **Ukrainian Humanitarian Parolees** - Individuals paroled in the United States under section 212(d)(5) of the INA (8 USC 1182(d)(5)). That section gives the Attorney General the discretion to parole individuals in the United States “for urgent humanitarian reasons.” New legislation passed May 21, 2022, under the Additional Ukraine Supplemental Appropriations Act, 2022 (Public Law 117-128) removes the five-year waiting period for SNAP eligibility.
- **Citizens of the Freely Associated States** - Individuals who are citizens of the Federated States of Micronesia, the Republic of the Marshall Islands, and the Republic of Palau. These nations are collectively known as the Freely Associated States (FAS). They are eligible for SNAP benefits from their date of entry, without a 5-year waiting period.

Indefinite Eligibility for Qualified Aliens

Qualified aliens who meet **ONE** of the following conditions are eligible for SNAP benefits indefinitely.

Blind and Disabled Aliens

Blind or disabled aliens who are receiving or certified for benefits, or assistance for a disability condition regardless of when they entered the U.S. are eligible indefinitely for SNAP benefits.

The qualified alien must be disabled as defined by the SNAP policy. Section 3(j) (2) through (7) of the Food and Nutrition Act of 2008 defines disability for SNAP purposes.

The qualified alien must receive or be certified for SSI, Social Security disability, federal or state disability retirement benefits for a permanent disability, veteran’s disability benefits, railroad disability retirement, disability-related Medicaid, or State or Federal supplemental assistance that is based on criteria used to determine federal SSI criteria such as from the State Medicaid Eligibility Unit (SMEU) (Effective October 1, 2002).

Elderly Aliens

An alien who was born on or before August 22, 1931, and who was lawfully residing in the United States on August 22, 1996, is eligible indefinitely for SNAP benefits as a qualified alien without a waiting period.

Children under Age 18

Children who are qualified aliens under the age of 18 are eligible for SNAP benefits regardless of when they came to the U.S. The child’s eligibility begins when he/she obtains qualified alien status or enters the country as a qualified alien and is eligible without a waiting period.

Once a qualified alien child turns 18, the child may continue eligibility for SNAP as long as he/she meets the other program requirements.

At age 18 the child(ren) may have to meet another condition for qualified aliens in order to remain eligible for benefits.

Citizens of the Freely Associated States

Individuals residing in the U.S. who are citizens of the Federal States of Micronesia, the Republic of the Marshall Islands, and the Republic of Palau. These nations are collectively known as the Freely Associated States (FAS).


Military Connection

Qualified aliens with a military connection are eligible for SNAP benefits without a waiting period.

A qualified alien who meets one of the following criteria is considered to have a military connection:

- alien is a U.S. veteran and has been honorably discharged for reasons other than alien status, served in active-duty status for at least 24 months or completed the period of active duty for which the alien was called, or who died while on active duty has a military connection.
- alien is on active duty (other than for training) in the U.S. Armed Forces.
- alien is a Filipino who served in the Philippine Commonwealth Army or as a Philippine Scout during WWII.

An alien who is the current or surviving spouse or the unmarried children (natural, step, adopted) under age 18 of any of the above if the spouse or child meets the SNAP alien eligibility criteria.

 A surviving spouse continues to meet eligibility criteria if the veteran or alien on active duty dies, and the spouse has not remarried. The marriage must have lasted for one year **or** for any period if a child was born during or before the marriage.

Residing in the U.S. for 5 Years (5-year residents)

Aliens who have lived in the U.S. as a qualified alien for 5 years (or longer) from the date of entry are eligible for SNAP benefits indefinitely.

40 Qualifying Work Quarters

Lawful permanent residents (adults and/or children) who can be credited with 40 qualifying work quarters meet the citizenship/alien requirement and are eligible for SNAP benefits indefinitely.

Determining 40 Qualifying Work Quarters

To establish 40 qualifying work quarters, complete the following procedures:

Step 1

Obtain the full name, Social Security Number, date of birth, and sex of each wage earner whose quarters are being used to establish eligibility.

The wage earner may be:

- the alien (self)
- a current spouse (consider only quarters worked during the marriage)
- a deceased spouse whose credited quarters were worked during the marriage



The alien must not be currently married if considering the deceased spouse's qualifying quarters.

- A parent (deceased or divorced) whose children (biological or adopted) are or were under age 18 at the time the credited quarters were worked.



Quarters earned prior to the birth of the child may be used.

- A stepparent, if at the time the credited quarters were worked the child was under age 18, unmarried, and there was a marital relationship with the child's parent.



If the marital relationship ends for reasons other than death, the credited quarters of a stepparent cannot be used.



To meet this requirement, a parent may not use a child's quarters of employment.

Step 2

Accept the A/R's or wage earner's statement to verify quarters worked if the following conditions exist:

1. Alone or in combination with parents and/or spouse, the alien has sufficient time in this country to have acquired 40 quarters and;
2. USCIS documents verify that the dates of entry are consistent with 40 credited quarters or more;
3. The alien, spouse, parent, or a combination of these individuals has sufficient quarters to meet the requirement. The same quarters may be used to meet the requirement for more than one alien.

Step 3

Use the SVES system to interface with the Social Security Administration (SSA) to obtain verification needed to credit quarters.

If SSA indicates through SVES data or other means that the number of qualifying quarters that can be credited is under investigation, the alien is eligible to be included in the AU for up to six months from the date of the notification from SSA that the number of quarters is being investigated.

Step 4

Have each wage earner whose quarters are being used to establish eligibility complete and sign Form SSA-3288, Social Security Administration Consent for

Release of Information and provide a statement of his/her work history as outlined in Step 2.



The wage earner may be an alien or U.S. citizen by birth or naturalization. The wage earner is

not required to have paid Social Security taxes or have earned quarters under the SSA.

Step 5

Eliminate as a credited quarter any quarter in which the wage earner received federal public assistance on or after January 1, 1997. The result is the number of qualifying quarters and must equal 40 (or more) for the lawful permanent resident to be eligible for benefits.

i “Received” is defined as being included in a federal public assistance benefit.

Public Assistance is defined as SNAP benefits, housing, TANF, employment services, support services, childcare subsidy, federal energy assistance, subsidized utilities, SSI, or Medicaid (other than EMA). This list is not all-inclusive. Public assistance does not include EMA, public health assistance, foster care, adoption assistance, soup kitchen meals, crisis counseling, short-term shelter, educational assistance, WIA, disaster relief, or Head Start. This list is not all-inclusive.

Determine the number of credited work quarters, as follows:

- **Prior to 1978** - if earnings totaled at least \$50 per calendar quarter (January through March, April through June, July through September, or October through December), a quarter was credited to the wage earner.
- **Effective January 1, 1978** - credited quarters are based on the total yearly earnings. To determine the number of credited quarters, divide the total yearly earnings by the figures listed below for that year.

The result (up to 4), minus the number of quarters public assistance was received, is the number of credited quarters.

For example, the total yearly earnings are \$3,000 for 2003. Divide \$3000 by \$890. The individual has 3.3 credited quarters.

| | | | |
|------|--------|------|--------|
| 1978 | \$250 | 1991 | \$540 |
| 1979 | \$260 | 1992 | \$570 |
| 1980 | \$290 | 1993 | \$590 |
| 1981 | \$310 | 1994 | \$620 |
| 1982 | \$340 | 1995 | \$630 |
| 1983 | \$370 | 1996 | \$640 |
| 1984 | \$390 | 1997 | \$670 |
| 1985 | \$410 | 1998 | \$700 |
| 1986 | \$440 | 1999 | \$740 |
| 1987 | \$460 | 2000 | \$780 |
| 1988 | \$470 | 2001 | \$830 |
| 1989 | \$500 | 2002 | \$870 |
| 1990 | \$520 | 2003 | \$890 |
| 2004 | \$900 | 2005 | \$920 |
| 2006 | \$970 | 2007 | \$1000 |
| 2008 | \$1050 | 2009 | \$1090 |
| 2010 | \$1120 | 2011 | \$1120 |
| 2012 | \$1130 | 2013 | \$1160 |
| 2014 | \$1200 | | |

Step 6

Document calculations in the case notes if the 40 QTRS Interface in Gateway is not working.

Aliens Who DO NOT Have A Waiting Period or Additional Condition for Eligibility

The following qualified aliens are eligible to receive SNAP benefits without a waiting period and without having to meet an additional criterion for SNAP eligibility:

- Refugees admitted under section 207 of the INA
- Victims of severe trafficking
- Asylums granted asylum under section 208 of the INA
- Cuban or Haitian Entrants under section 584 of the REEAA of 1980
- Iraqi and Afghan special immigrants
- Afghan Humanitarian Parolees
- Hmong or Highland Laotian tribal members
- Certain American Indians born abroad
- Qualified Alien Children under 18
- Aliens receiving benefits for disability or blindness
- Elderly alien who was lawfully residing in U.S. and 65 or older on August 22, 1996
- Military connection
- Amerasian immigrants under section 584 of the Foreign Operations, Export Financing and Related Programs Appropriations Act of 1988
- Haitian immigrants approved for the Haitian Family Reunification Parole Program
- Ukrainian nationals, citizens, or those who last habitually lived in Ukraine and are granted parole between February 24, 2022, and September 30, 2024 under Section 401 of the Additional Ukraine Supplemental Appropriations Act, 2022
- Citizens of the Federated States of Micronesia, the Republic of the Marshall Islands, and the Republic of Palau, collectively known as the Freely Associated States

Aliens Who DO Have A Waiting Period and/or an Additional Condition for Eligibility

- Deportation withheld under section 243 (h) or removal under section 241 (b)(3) of the INA
- Lawfully admitted for permanent residence (LPR) in the U.S. (holders of green cards)
- Aliens paroled under section 212(d)(5) of the INA for at least one (1) year
- Conditional Entrants under section 203(a)(7) of the INA as in effect prior to 4/1/08
- A battered spouse, battered child, or alien child of a battered parent with a petition pending under section 204(a)(1)(A) or section 244(a)(3) of the INA.

Eligibility Conditions for Qualified Aliens

To be eligible for SNAP benefits, an alien must be in a qualified alien status AND either: (1) be eligi-

ble without having a waiting period or (2) meet one of the criteria for indefinite eligibility.

[Chart 3320.1, Eligibility Conditions for Qualified Aliens](#), below provides a list of qualified aliens who are eligible without a waiting period or an additional criterion for SNAP eligibility.

CHART 3320.1 ELIGIBILITY CONDITIONS FOR QUALIFIED ALIENS

| |
|---|
| <ul style="list-style-type: none"> Amerasian immigrant under section 584 of the Foreign Operations, Export Financing and Related Programs Appropriations Act of 1988 |
| <ul style="list-style-type: none"> Surviving spouses and children of deceased Afghans and Iraqis who previously worked for or on behalf of the U.S. government under section 602(b)(8) of the Afghan Allies Protection Act of 2009 and section 1244(g) of the Refugee Crisis in Iraq Act of 2007 |
| <ul style="list-style-type: none"> Refugee admitted under section 207 of the INA |
| <ul style="list-style-type: none"> Granted asylum under section 208 of the INA |
| <ul style="list-style-type: none"> Deportation withheld under section 243(h) of the INA as in effect prior to 4/1/97 or removal withheld under section 241(b)(3) of the INA |
| <ul style="list-style-type: none"> Cuban or Haitian entrant under section 501(e) of the Refugee Education Assistance Act (REAA) of 1980 (including Cuban and Haitian Nationals who are paroled under the Western Hemisphere Parole (WHP) COA) |
| <ul style="list-style-type: none"> A victim of a severe form of trafficking under the Trafficking Victims Protection Act of 2000 |
| <ul style="list-style-type: none"> Iraqi and Afghan Immigrants granted special immigrant status under section 101(a)(27) of the Immigration and Nationality Act (INA). Public Law 110-161 of the Consolidated Appropriations Act of 2008. |
| <ul style="list-style-type: none"> Afghan Humanitarian Parolees |
| <ul style="list-style-type: none"> Hmong or Highland Indians tribal members |
| <ul style="list-style-type: none"> Certain American Indians born abroad |
| <ul style="list-style-type: none"> Aliens receiving benefits for blindness or disability |
| <ul style="list-style-type: none"> Qualified alien children under 18 |
| <ul style="list-style-type: none"> Elderly aliens residing in U.S. and are 65 or older on August 22, 1996 |
| <ul style="list-style-type: none"> Military Connection |
| <ul style="list-style-type: none"> Citizens of the Federated States of Micronesia, the Republic of the Marshall Islands, and the Republic of Palau, collectively known as the Freely Associated States |
| <ul style="list-style-type: none"> Haitian immigrants approved for the Haitian Family Reunification Parole Program |
| <ul style="list-style-type: none"> Ukrainian nationals, citizens, or those who last habitually lived in Ukraine and are granted parole between February 24, 2022, and September 30, 2024 under Section 401 of the Additional Ukraine Supplemental Appropriations Act, 2022 |

Additional Eligibility Conditions for Qualified Aliens

[Chart 3320.2, Additional Eligibility Conditions for Qualified Aliens](#), below provides a list of qualified aliens who do have a waiting period and **must** meet an additional criterion for SNAP eligibility.

CHART 3320.2 ADDITIONAL ELIGIBILITY CONDITIONS FOR QUALIFIED ALIENS

| | |
|---|---|
| <ul style="list-style-type: none"> • Lawfully admitted for permanent residence (LPR) in the U.S. (holders of green cards) | <p>The qualified aliens in the left column of this chart must meet one of the conditions of indefinite eligibility below to be eligible for SNAP Benefits</p> <ul style="list-style-type: none"> • Residing in the U.S. as a qualified alien for five years or longer from the date of entry. • LPR who can be credited with 40 quarters of work under SSA. • Military connection such as veterans, active-duty personnel, and their spouse and children. Active duty includes the U.S Army, Navy, Air Force, Marine Corps, or Coast Guard (but not full-time National Guard) • Children under 18 years of age lawfully residing in the U.S. • Disabled or blind as defined by Supplemental Nutrition Assistance Program policy. • Born on or before August 22, 1931 and lawfully residing in the U.S. on August 22, 1996. |
| <ul style="list-style-type: none"> • Paroled under section 212(d)(5) of the INA for at least one (1) year | |
| <ul style="list-style-type: none"> • Granted conditional entry under section 203(a)(7) of the INA as in effect prior to 4/1/08 | |
| <ul style="list-style-type: none"> • A battered spouse, battered child, or alien child of a battered parent with a petition pending under section 204(a)(1)(A) or section 244(a)(3) of the INA | |

Determining Eligibility for Qualified Aliens

Chart 3320.3, *Determining Eligibility for Qualified Aliens*, below lists the qualified alien statuses that may or may not result in SNAP eligibility, and the documents required to verify USCIS status. USCIS has the discretion to change documents and codes to allow any alien or group of aliens to stay in the U.S. indefinitely.



Documents issued by USCIS may vary by local USCIS office. USCIS status may also be verified by a letter of decision from an immigration judge.

Chart 3320.3, *Determining Eligibility for Qualified Aliens*, provides the eligibility and verification requirements for qualified or non-qualified aliens.

CHART 3320.3 DETERMINING ELIGIBILITY FOR QUALIFIED ALIENS

| | | |
|--|---|--|
| Amerasian immigrant under section 584 of the Foreign Operations, Export Financing and Related Program Appropriations Act of 1988 | the alien is eligible from the date of entry into the U.S. | I-95 annotated AM1, AM2, AM3 I-551 annotated AM6, AM7, AM8 Vietnamese Exit Visa, Vietnamese Passport, U.S. Passport stamped AM1, AM2, AM3 |
| Granted asylum under section 208 of the INA | the alien is eligible from the date status is granted | I-94 annotated Section 208 I-688B annotated 274a.12(a)(10) USCIS documents with asylum codes AS1, AS2, AS3, AS6, AS7, AS8 I-766 annotated A10 |

| | | |
|---|--|---|
| <p>Cuban or Haitian entrant under section 501(e) of the Refugee Education Assistance Act (REAA) of 1980</p> <p>(Also includes Haitians in the Haitian Family Reunification Parole Program and entrants under the Western Hemisphere Parole (WHP) COA)</p> | <p>the alien is eligible from the date of entry</p> | <p>I-94 annotated paroled as a refugee section 207</p> <p>I-551 annotated with codes CU6, CU7, CH6</p> <p>Paper Form I—94 with COA of WHP</p> <p>Foreign passport with parole stamp that includes a COA of WHP</p> <p>Form I-766, Employment Authorization Document with a C11 category if they have applied for and received one</p> |
| <p>Deportation withheld under section 243(h) of the INA as in effect prior to 4/1/97 OR removal withheld under section 241(b)(3) of the INA</p> | <p>the alien is eligible from the date deportation was withheld or date removal was withheld</p> | <p>I-94 annotated Section 243(h) or 241(b)(3)</p> <p>Order from a Judge showing deportation withheld</p> <p>I-688B annotated 274a.12(a)(10)</p> <p>I-766 annotate A10</p> |
| <p>Paroled under section 212(d)(5) of the INA for at least one (1) year</p> | <p>the alien is ineligible and must meet one of the conditions for indefinite eligibility as provided in Chart 3320.2</p> | <p>I-688B annotated 274a.12(a)(4) or c(11)</p> <p>I-94 annotated 212(d)(5an)</p> <p>I-512 annotated 212(d)(5)</p> |
| <p>Refugee admitted under section 207 of the INA</p> | <p>the alien is eligible from the date of entry or status.</p> | <p>I-94 annotated section 207 or paroled as a refugee I-688B annotated 274a.12(a)(3), (a)(4), (a)(10)</p> <p>I-551 or USCIS</p> <p>documents with RE1, RE2, RE3, RE6, RE8, R86, P71, CH6, CU6, CU7, CU8, CU9, CNO, CUP, CNP, M83, Y64</p> |
| <p>A victim of a severe form of trafficking under the Trafficking Victims Protection Act of 2000</p> | <p>the alien is eligible from the date status is granted</p> | <p>Visas code T-2, T-3, T-4, and T-5 (Not available in SAVE system)</p> |
| <p>Iraqi and Afghan Immigrants granted special immigrant status under section 101(a)(27) of the Immigration and Nationality Act (INA). Public Law 110-161 of The Consolidated Appropriations Act of 2008.</p> | <p>the alien is eligible from the date status is granted.</p> | <p>Afghan or Iraqi passport Immigrant Visa category SI1, SI2, SI3, SQ1, SQ2, SQ3</p> <p>I-551 showing Afghan or Iraqi Nationality with codes SI6, SI7, SI9, SQ6, SQ7, SQ9</p> |
| <p>Afghan Immigrants with Special Immigrant Visa (SIV) Status (SQ/SI) Parolee Sec 602 (b)(1) AAPA/SEC 1059(a) NDAA 2006</p> | <p>the alien is eligible from the date status is granted.</p> | <p>Afghan passport Immigrant Visa category SQ4, SQ5</p> |

| | | |
|--|---|--|
| Afghan Humanitarian Parolees | <p>the alien is eligible from the date status is granted.</p> <p>If an individual was paroled and entered the United States between July 31, 2021, and September 30, 2021, their date of eligibility is October 1, 2021.</p> <p>If they entered the United States OR departed from the “safe haven” after October 1, 2021, their date of eligibility is their date of humanitarian parole or date of departure from the “safe haven”.</p> | Afghan passport without SQ/SI Parole |
| Lawfully admitted for permanent residence (LPR) in the U.S. (holders of green cards) | the alien is ineligible and must meet one of the conditions for indefinite eligibility as provided in Chart 3320.2 | Passport, Visa, I-94-annotated, I-181, DHS AR-3a, Processed for I-551 (Temporary Evidence of Lawful Residence) |
| The surviving spouses and children of deceased Afghans and Iraqis who previously worked for or on behalf of the U.S. Government, their current spouse and unmarried child(ren) granted special immigrant status under section 602(b)(8) of the Afghan Allies Protection Act of 2009 (8 U.S.C. § 1101 note) and section 1244(g) of the Refugee Crisis in Iraq Act of 2007 | the alien is eligible from the date of entry or status. | <p>Permanent Resident Card (Form I-551, also known as a Green Card)</p> <p>Foreign passport with a Temporary I-551 Machine Readable Immigrant Visa</p> <p>Foreign passport with temporary I-551 Permanent Resident Stamp</p> <p>Form I-94 Arrival/Departure Record with a Temporary I-551 Permanent Resident Stamp</p> <p>COA Code –SW1, SW2, SW3</p> |
| Granted conditional entry under section 204(a)(7) of the INA prior to 4/1/80 | the alien is ineligible and must meet one of the conditions for indefinite eligibility as provided in Chart 3320.2 | I-94 annotated with section 203(a)(7) or other USCIS document indicating conditional entrant |
| A battered spouse, battered child, or an alien child of a battered parent with a petition pending under section 204(a)(1)(A) or section 244(a)(3) of INA. | the alien is ineligible and must meet one of the conditions for indefinite eligibility as provided in Chart 3320.2 | <p>I-94 annotated AR1, AR6, C20-C29, CF1, CF2, CR1, CR6</p> <p> I-551 annotated applicant has filed an I-130 or I360 petition as a battered alien.</p> <p>USCIS Form 797 (is documentation of approval of I-130 application).</p> <p> These documents are used to verify that a battered alien is in a qualified alien status not SNAP eligibility.</p> |
| Undocumented | the alien is ineligible and must apply to obtain qualified alien status and meet one of the conditions for indefinite eligibility as provided in Chart 3320.2 . | None |

| | | |
|---|---|--|
| <p>Micronesia, Marshall Islands, Palau (collectively known as the Freely Associated States (FAS))</p> | <p>the alien is eligible from the date of entry into the U.S.</p> | <p>Form I-94, arrival/departure record;</p> <p>Form I-766, Employment Authorization;</p> <p>Form I-797, Notice of action receipt.</p> <p>Note: Based on information from a FAS citizen’s documentation, SAVE can provide an initial verification response of Non-immigrant Employment Authorized – Indefinitely. The initial verification response may also include employment authorization information if the FAS citizen has an EAD. If the automated SAVE response is unexpected or is not sufficient for an agency to make a benefit eligibility determination, the agency should institute additional verification.</p> |
| <p>Ukrainian citizen or national who received humanitarian parole (known as a Ukrainian Humanitarian Parolee, or UHP)</p> | <p>the alien is eligible from the date status is granted.</p> <p>If an individual was paroled and entered the United States between February 24, 2022, and May 21, 2022, their date of eligibility is May 21, 2022.</p> <p>If they entered the United States after May 21, 2022, their date of eligibility is their date of humanitarian parole.</p> | <p>Form I-94 noting humanitarian parole (per INA section 212(d)(5) or 8 U.S.C. § 1182(d)(5))</p> <p>Or</p> <p>Foreign passport with DHS/CBP admission stamp noting “DT”</p> <p>Or</p> <p>Foreign passport with DHS/CBP admission stamp noting Uniting for Ukraine or “U4U”</p> <p>Or</p> <p>Foreign passport with DHS/CBP admission stamp noting Ukrainian Humanitarian Parolee or “UHP”</p> <p>Or</p> <p>Form I-765 Employment Authorization Document (EAD) receipt notice with code C11</p> <p>Or</p> <p>Form I-766 Employment Authorization Document (EAD) with the code C11</p> |

| | | |
|---|--|--|
| <p>A non-Ukrainian individual who last habitually resided in Ukraine and received humanitarian parole</p> | | <p>Form I-94 noting humanitarian parole (per INA section 212(d)(5) or 8 U.S.C. § 1182(d)(5))</p> <p>Or</p> <p>Foreign passport with DHS/CBP admission stamp noting “DT”</p> <p>Or</p> <p>Foreign passport with DHS/CBP admission stamp noting Uniting for Ukraine or “U4U”</p> <p>Or</p> <p>Foreign passport with DHS/CBP admission stamp noting Ukrainian Humanitarian Parolee or “UHP”</p> <p>Or</p> <p>Form I-765 Employment Authorization Document (EAD) receipt notice with code C11</p> <p>Or</p> <p>Form I-766 Employment Authorization Document (EAD) with the code C11</p> <p>And</p> <p>Documentation of last habitual residence in Ukraine</p> |
|---|--|--|

Determining Eligibility for Afghan and Iraqi Immigrants

Use Chart 4, Chart 5, and Chart 6 to determine eligibility for Afghan and Iraqi Immigrants.

CHART 3320.4 DETERMINING ELIGIBILITY FOR AFGHAN IMMIGRANTS (Under Consolidated Appropriations Act of 2009 Effective 12/26/07)

| Date Granted Special Immigrant Status | Six (6) Month Eligibility End Date | Application Date | Dates of Eligibility/Period of Eligibility |
|---------------------------------------|------------------------------------|------------------|--|
| 10/09/08 | 03/31/09 | 12/17/08 | 12/17/08 – 03/31/09 |
| 02/26/09 | 07/31/09 | 03/31/09 | 03/31/09 – 07/31/09 |
| 01/06/09 | 06/30/09 | 01/15/09 | 01/15/09 – 06/30/09 |

CHART 3320.4 DETERMINING ELIGIBILITY FOR IRAQI IMMIGRANTS (Under Consolidated Appropriations Act of 2009 Effective 12/26/07)

| Date Granted Special Immigrant Status | Eight (8) Month Eligibility End Date | Application Date | Dates of Eligibility/Period of Eligibility |
|---------------------------------------|--------------------------------------|------------------|--|
| 09/10/08 | 04/30/09 | 12/17/08 | From 12/17/08 – 04/30/09 |

| Date Granted Special Immigrant Status | Eight (8) Month Eligibility End Date | Application Date | Dates of Eligibility/Period of Eligibility |
|---------------------------------------|--------------------------------------|------------------|--|
| 01/26/09 | 08/31/09 | 03/31/09 | 03/31/09 – 08/31/09 |
| 08/1//08 | 03/31/09 | 08/15/08 | 08/15/08 – 03/31/09 |
| 10/1/08 | 05/31/09 | 11/10/08 | 11/10/08 – 05/31/09 |

CHART 3320.5 DETERMINING ELIGIBILITY FOR AFGHAN IMMIGRANTS (Under Omnibus Appropriations Act of 2009 Effective 3/11/09)

| Current Recipient Households | | | | |
|---------------------------------------|------------------------------------|--------------------------------------|----------------|---|
| Date Granted Special Immigrant Status | Six (6) Month Eligibility End Date | Eight (8) Month Eligibility End Date | Date of Review | Period of Eligibility |
| 7/08/08 | 12/31/08 | 2/28/09 | 12/15/08 | Ineligible for an additional 2 months as 8-month period expired prior to 3/11/09, the effective date of the law |
| 9/01/08 | 2/28/09 | 4/30/09 | 2/11/09 | Eligible 3/11/09 – 4/30/09 (ineligible 3/1/09 - 3/10/09) as these dates are prior to the effective date of the law |
| 12/16/08 | 5/31/09 | 7/31/09 | 5/15/09 | Eligible 6/01/09 - 07/31/09 |

CHART 3320.6 APPLICANT HOUSEHOLDS FOR AFGHAN AND IRAQI IMMIGRANTS

| Date Granted Special Immigrant Status | Eight (8) Month Eligibility End Date | Application Date | Period of Eligibility |
|---------------------------------------|--------------------------------------|------------------|--|
| 12/16/08 | 7/31/09 | 3/31/09 | Eligible for 5 months from 3/31/09 - 7/31/09 |
| 2/02/09 | 09/30/09 | 3/06/09 | Eligible for 7 months from 3/06/09 - 9/30/09 |
| 4/21/09 | 11/30/09 | 4/07/09 | Eligible 8 months from 4/07/09 - 11/30/09 |

Reporting Unlawful Aliens

Report aliens to the U.S. Department of Homeland Security (DHS) when the AU presents a formal order of deportation. The report is done by calling DHS at 404-331-2762 and selecting the Detention/Removal option, then selecting the Deportation option. Document the case record with the referral information.

Budgeting

Income and resources are budgeted according to special procedures. Refer to [3635 Budget for an AU with Ineligible Aliens or Ineligible ABAWDs](#) for budgeting procedures.

Refer to [3630 Budget for an AU with Sponsored Aliens](#) for policy on Sponsored Aliens.

Verification of Alien Status

Verify alien status at application, when an individual is added to the AU, when the agency becomes aware of a discrepancy, and if questionable.

Aliens whose document(s) do not clearly verify qualified status, but whose USCIS documents are sufficient to perform WEB1 procedures, are eligible to be included in the AU for up to six months pending receipt of secondary verification of USCIS status.

Verification Information Systems

The Verification Information System (VIS), Customer Processing System (CPS) is provided by the U.S. Citizenship and Immigration Services (USCIS) to verify the immigration status of non-citizens and certain citizens applying for various benefits. The WEB-3 Access Method is designed to assist government agencies with eligibility determinations for federal, state and/or local public benefits.

WEB-3 establishes the legitimacy of alien documentation and provides verification of the status under which an alien has been admitted to the U.S.

Complete WEB-3 procedures in the following situations:

- To establish the alien status of ALL non-citizens
- To verify the legitimacy of an alien's documentation
- To determine the status of an alien whose documentation has been lost or expired
- To determine if USCIS has assigned a new alien status

SAVE or USCIS Form G-845-S (USCIS Save Document Verification) may be used to obtain secondary or additional information to verify alien status.

WEB-3 access is available at: save.uscis.gov/Web/vislogin.aspx?JS=YES

LOGGING IN THE SYSTEM FOR THE FIRST TIME:

1. Enter the web address: save.uscis.gov/Web/vislogin.aspx?JS=YES
2. In the address line of your web browser (Internet Explorer or Netscape). Click GO or press enter.
3. Enter your login information.
 - Enter your user ID.
 - Enter your password.
4. Click "**Login**" to continue.
5. Change your password. You are required to do this when you log onto the system for the first time.
 - Enter the password you just used to log on in the "**Old Password**" field.
 - Enter a new password in the "**New Password**" field. Your new password must contain at least three of the four following password characteristics:
 - One uppercase or lower-case letter

- One number
- One special character (! @ \$ % * etc)



The password must contain between 8 to 14 characters in length. There is a 15-minute inactivity automatic logout. Passwords must be changed every 45 days.

6. To ensure that you have entered the correct password, re-enter the password in the “**Re-type New Password**” field.
7. Once you have entered the password, click the “**Submit Password Change**” button. Once you have completed the password change, you will be allowed into the system.
8. Set your password challenge questions and answers. These will be used to verify your user information in case you forget your password.
9. Click the “**Submit**” button.

FOR INITIAL VERIFICATION REQUESTS:

1. Select the “**Initial Verification**” function in the **Case Administration** section (Left-hand menu bar) of the Navigation frame. A screen will appear requesting the type of documents (s) the applicant presented. Select only one button then click “**Next**”.
2. Enter the Applicant Information to be queried: **Alien Number, Card Number, Last Name, First Name, Middle Initial, Date of Birth, Doc. Expiration Date, and Benefits.**
3. Click the “**Next**” button or “**Back**” button to correct any information.
4. If all the information has been entered correctly, the results will appear within seconds on the *Case Details* page.
5. Click the “**Next**” button to submit your query. The system will return the **Case Details** page with the initial verification parameters at the top, followed by a section with the results of your initial verification query.

FOR ADDITIONAL VERIFICATION REQUESTS:

There are several reasons for submitting additional verification requests including:

1. If the system prompts the user to input additional verification.
2. If the system detects potential errors in the required information fields, a screen will be generated to allow you to update your data. To change or reenter information, select the “**Request Additional Verification**” option at the bottom of *the Case Details page* to resubmit the query. An additional section will appear to enter more information. Enter additional information.
3. Click the “**Submit Additional Verification**” button.

The VIS system will return the Case Details from the initial results, the additional verification parameters, and the status of the additional verification. A response is returned within **3 to 5 federal working days**.

When the response is returned, the “**Response Date**” field will be populated. If the non-citizen’s immigration status has expired, the “**Expires On**” field will pre-populate the expiration date.

FOR THIRD-STEP VERIFICATION REQUESTS:

If there is a need for more information (i.e. copy of documents), the VIS system returns a message **“Resubmit Doc (Need copy of original).”**

To initiate third-step verification,

1. Select **“Resubmit Verification”**.
2. After the third-step request is made, a browser will open with a pre-populated G-845 PDF, which includes the Verification Case Number. **Print out and attach this document and send to the designated Status Verification Office (SVO).** The SVO for Georgia is located in Buffalo, NY. See address below.

Send a copy of the G-845 and alien documents to:

United States Citizenship and Immigration Services
10 Fountain Plaza, 3rd Floor
Buffalo, NY 14202
ATTN: Immigration Status Verification Unit


The Form G-845 is usually returned to the agency within **10 to 20 federal working days from the date of receipt.**

The SAVE Program Assistance is available to all users Mon.– Fri., 9:00 A.M. to 7:00 P.M. EST (except federal holidays).

For technical assistance, call 1-800-741-5023.

The SAVE E-Mail address is SAVE.help@uscis.dhs.gov

3325 Enumeration

| | | | | |
|---|--|---------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Enumeration | | |
| | Effective Date: | November 2019 | | |
| | Chapter: | 3300 | Policy Number: | 3325 |
| | Previous Policy Number(s): | MT-31 | Updated or Reviewed in MT: | MT-57 |

Requirements

An individual must be enumerated (e.g. provide a social security number (SSN) in order to be included in the assistance unit. An individual, who is not applying for food stamps and who does not provide an SSN, may be designated as a non-applicant. A non-applicant is **not required** to provide an SSN but is required to provide other information that may affect the eligibility of the other applicant AU members such as income or resources. A non-applicant is not eligible to receive food stamp benefits.

Basic Considerations

Enumeration is the process by which an SSN is obtained and validated.

Providing an SSN is voluntary; however, AUs applying for food stamp benefits must provide an SSN or apply for an SSN for each AU member in order to receive benefits. Verification of the SSN is not required in order for an individual to be included in the AU.

The AU's statement of SSNs may be accepted for individuals who have been assigned an SSN. Individuals who provide SSNs prior to certification, recertification, or as a reported change are entered in the Gateway system and are validated through the Social Security Administration's (SSA) system.

SSNs are used to secure information from other data bases to achieve the following purposes:

- facilitate mass changes in federal benefits
- request and exchange information on individuals through IEVS (e.g. discover unreported income or resources)
- prevent duplicate benefits
- verify accuracy and/or reliability of information reported by the AU.

Duplicate SSNs

If an individual reports more than one SSN that has been assigned to him/her, the individual must be referred to SSA to resolve the discrepancy. All duplicate SSNs must be entered in the system.

The AU must report the correct and primary SSN to the agency upon resolution with the SSA.

Obtaining SSNs for AUs

An AU member who does not have or does not know his/her SSN must apply for one with the SSA.

The AU is referred to the SSA and must be informed of its responsibility to submit documents that verify age, identity, and citizenship such as birth certificates, driver's license, etc. to apply for an SSN.

SSN for A Newborn

If an AU is unable to provide proof of application for a newborn's SSN, the AU must provide the SSN or proof of application for the SSN at the next review or within 6 months following the month the baby is born, whichever is later.

Enumeration is not required in the first month of Food Stamp Program participation for applications subject to expedited application processing.

Good Cause

Good cause may be established for failure to meet the enumeration requirement. Good cause is established when it is determined that the AU member has made every effort to obtain an SSN but has been unable to do so because of the inability to obtain the necessary documents required by the SSA. The county office must make every effort to assist the AU in obtaining the documents needed

to complete the enumeration process.

Good cause includes but is not limited to the following:

- documentary evidence or collateral information that the AU member has applied for an SSN and had not yet been issued a number
- the inability of the AU to obtain the necessary documents required by the Social Security Administration. Example: inability to obtain a birth certificate.

Because SSA makes provisions for mail-in applications in lieu of applying in person, good cause does not include the following:

- illness
- lack of transportation
- temporary absence from the home.

Enumeration Sanctions

Refusal to meet the enumeration requirement, which includes refusal to resolve discrepancies identified during the SSA validation process, results in an automatic determination of non-compliance for the AU member.

An AU member who does not meet the enumeration requirement is sanctioned and is ineligible to be included in the AU.

An individual who is considered to be a non-applicant is ineligible and is excluded from the AU.

The earned or unearned income and resources of the **ineligible AU member or non-applicant** are counted as household income to determine the AU's eligibility and benefit amount for the other applicant AU members.

Refer to [3620 Budget for an AU with Individuals Who Fail to Comply with Enumeration Requirements](#).

Compliance

The individual complies with enumeration requirements when verification of the application for an SSN is provided, an SSN is provided, or any discrepancies are resolved.

Procedures

The following charts outline procedures for obtaining and recording an SSN in the case record:

[@chart-3325-1] .Chart 3325.1 - Enumeration

| IF AN AU MEMBER | THEN |
|--|---|
| is currently in the system with an SSN | compare system number with the applicant/recipient's (A/R) statement. |

| IF AN AU MEMBER | THEN |
|---|--|
| knows the SSN at the interview | go to Person LUW. On Person Details screen in the Demographic Information section, enter SSN in the SSN field (leave blank to request). Choose appropriate selection from dropdown in SSN verification field. |
| does not know the SSN at the interview but is able to obtain it | issue a verification checklist to request that the SSN be provided within 10 calendar days. When the A/R provides the SSN, enter the SSN in the system. |
| has multiple SSNs | refer AU member to the Social Security Administration (SSA) to resolve the discrepancy. enter all known SSNs in the system. Inform the AU of the responsibility to report the correct and primary SSN to the county office upon resolution with SSA. |
| is enumerated at birth by a medical facility | request the SSN at the next review or within 6 months following the month the baby is born, whichever is later. If the SSN has not been received, request the SSN at each review thereafter. |
| never had an SSN OR had an SSN but the number is unknown | refer the AU member to SSA to apply for a new or replacement SSN. Follow these steps: 1. Inform the AU of its responsibility to submit original or certified copies of documents that verify age, identity, and citizenship (e.g., birth certificates, drivers' licenses, etc.) to SSA with the application for an SSN. 2. Allow the AU 10 calendar days to verify application for an SSN. 3. If verification is provided, document that it has been received and upload the verification in the Document Imaging System (DIS). 4. Request the SSN at the next review. If the SSN has not been received, request the SSN at each review thereafter. 5. If verification is not provided, determine if good cause exists. 6. If good cause exists, contact the AU monthly to monitor good cause. 7. If good cause does not exist, the non-enumerated individual is not included in the AU. |


Use the following chart to determine required action when good cause is established, or the enumeration requirement is met following non-compliance.

Chart 3325.2 – Good Cause in Enumeration

| IF | THEN |
|---|--|
| <p>good cause is established at application processing</p> <p>OR</p> <p>good cause is established when an individual join the AU</p> | <p>Document the following:</p> <ul style="list-style-type: none"> • The AU’s statement of the reason for noncompliance • The reason for establishing good cause • The offer of assistance in obtaining needed verification. <p>Include the individual in the AU.</p> <p>Monitor good cause assertion on a monthly basis by the following methods:</p> <ul style="list-style-type: none"> • Contact the A/R in writing, in person, or by telephone <p>AND</p> <ul style="list-style-type: none"> • Document the current status of the good cause determination. |
| <p>the non-enumerated individual meets the enumeration requirement</p> <p>OR</p> <p>establishes good cause</p> | <p>Document that the enumeration requirement has been met.</p> <p>Add the AU member to the case effective the month following the month in which the enumeration requirement is met, or good cause is established.</p> |
| <p>good cause assertion is denied</p> <p>OR</p> <p>the AU member initially complies with enumeration but refuses to resolve discrepancies identified during the SSA validation process</p> | <p>Document the following:</p> <ul style="list-style-type: none"> • The AU’s statement of the reason for non-compliance • The reason for denial of the good cause claim • The offer of assistance in applying for an SSN. <p>Do not include the non-enumerated individual in the AU.</p> <p>If at application, approve application for the other AU members. Issue a notice to the AU. Include the following information in the notice:</p> <ul style="list-style-type: none"> • The reason for the action • The eligibility and benefit level of the remaining AU members • The action the individual must take in order to be added to the AU. |

| IF | THEN |
|--|--|
| <p>the AU member is currently receiving benefits</p> <p>AND</p> <p>good cause for non-compliance no longer exists</p> | <p>Document the reason good cause no longer exists.</p> <p>Issue timely notice to the AU. The notice must include the following information:</p> <ul style="list-style-type: none"> • The reason for the action • The eligibility and benefit level of the remaining AU members • The action the individual must take to be added to the AU. <p>Remove the non-enumerated individual from the AU effective the month following the month timely notice expires.</p> |

3335 Identity

|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|--|--|----------------|-----------------------------------|-------|
| | Policy Title: | Identity | | |
| | Effective Date: | September 2020 | | |
| | Chapter: | 3300 | Policy Number: | 3335 |
| | Previous Policy Number(s): | MT-57 | Updated or Reviewed in MT: | MT-61 |

Requirements

The identity of a person applying for food stamp benefits must be verified.

Basic Considerations

When an individual who is not a member of the assistance unit (AU) applies on behalf of the AU, that person's identity as well as the applicant's identity must be verified.

Procedures

Verify identity through documents that can reasonably establish identity. The following list contains suggested third-party sources that may be used to verify identity:

- birth certificate
- driver's license
- Georgia Department of Driver Services (DDS) interface if the results from the interface verify that the customer has a current and valid Georgia Driver's License or Identification card
- ID for health benefits or another assistance or social services program
- voter registration card
- wage stubs

- work or school ID




Any document that reasonably establishes identity must be accepted.

If an A/R cannot provide verification, verify identity through readily available documentary evidence or through a collateral contact.

Assist the applicant in obtaining verification if requested.

3340 Residency

| | | | |
|---|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Residency | |
| | Effective Date: | September 2020 | |
| | Chapter: | 3300 | Policy Number: |
| Previous Policy Number(s): | MT-57 | Updated or Reviewed in MT: | MT-61 |

Requirements

Assistance unit (AU) members who receive benefits must live or intend to live in Georgia.

Basic Considerations

Georgia Residency

There is no specific durational requirement for residency to participate in the Food Stamp Program. The place of residence need not be a fixed dwelling. The AU may be homeless.

County Residency

An AU may apply for assistance in any county but is encouraged to apply in the county in which he/she may reside. The AU may be certified for benefits in any county within the state. Refer to [3105 Application Processing](#).

Verification/Documentation

Verify residency prior to certification of *initial applications*.

Residency may be verified by one of the following sources:


- Georgia Department of Driver Services (DDS) interface if the results from the interface verify that the customer has a current and valid Georgia Driver’s License or Identification card
- mortgage statement or lease
- rent or utility company receipts
- school records

- written statement of responsible reference
- TANF/SSI and TCOS eligibility
- any other document proving residency

This list is not all inclusive.

At *review* accept and document the AU’s statement of residency unless information known to the agency conflicts with the AU’s statement.

3345 SNAP E&T Work Requirement Overview

| | | | |
|---|---|------------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | SNAP E&T Work Requirement Overview | |
| | Effective Date: | December 2023 | |
| | Chapter: | 3300 | Policy Number: |
| Previous Policy Number(s): | MT-68 | Updated or Reviewed in MT: | MT-76 |

Requirements

Recipients of SNAP benefits may volunteer to participate in the SNAP Employment & Training (E&T) program. The name of Georgia’s SNAP E&T Program is the SNAP Works Program.

Basic Considerations

DFCS collaborates with community-based organizations (CBOs), workforce development programs, providers of basic education, and short-term vocational training programs. This will help to ensure that SNAP Works eligible participants have access to the work training activities needed to achieve the goal of self-sufficiency by gaining self-sustaining employment. Those participants who successfully complete the work program will become less reliant on public State and/or Federal assistance programs.

Objectives

The SNAP Works Program (e.g., the Employment and Training Program in Georgia) has the following objectives:

- to promote self-sufficiency through a combination of employment, education, training and work support services,
- to promote the value of work,
- to assist participants in obtaining full-time employment as quickly as possible,
- to develop partnerships with the business community to ensure that applicants and recipients have real opportunities for job placement,
- to assess the job market to ensure that recipients are prepared for jobs available in their com-

munity and to take advantage of employer expansion,

- to expand the supply of and increase the participant's access to employment, education, training, and support services resources,
- to refer participants to resources to meet needs which cannot be addressed by DFCS,
- to provide leadership in effective collaboration among local education, training, and support services providers for the benefit of the participant,
- to provide necessary work support services to recipients participating in the SNAP Works Program.

Legislative Authority

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 and the Balanced Budget Act of 1997 are the legislative authorities for the Food Stamp Employment and Training Program.

Administrative Structure

The Department of Human Services (DHS), Division of Family and Children Services (DFCS) is administratively responsible for implementation and ongoing E&T program operations. Services are provided through a case management system, which recognizes differing client needs and coordinates needed services with various programs and agencies.

SNAP E&T Case Management


Case Management focuses on fostering self-sufficiency and eliminating dependency on public assistance. The process communicates to the participant the expectations to overcome dependency, provides support services and strengthens motivational skills and the capacity to become self-supporting. The Case management process is goal-oriented, and participant centered. It builds upon the strengths of the participant and empowers the participant to act on his/her own behalf.

Case Management Definition

Case management functions include the following:

- assessing a participant's skills, aptitudes, strengths, interests, and social service needs,
- developing a Individual Employment Plan (IEP) with each participant,
- maximizing the participation of each participant to assist in obtaining employment as quickly as possible,
- developing/reinforcing the participant's skills in planning for self-sufficiency,
- arranging and coordinating services to carry out the Individual Employment Plan (IEP),
- evaluating and monitoring the performance of both the participant and the service provider,
- coordinating services within and across organizations,
- identifying insufficient resources and assisting in devising solutions.

3350 Work Registration

| | | | | |
|---|--|-------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Work Registration | | |
| | Effective Date: | October 2024 | | |
| | Chapter: | 3300 | Policy Number: | 3350 |
| | Previous Policy Number(s): | MT-77 | Updated or Reviewed in MT: | MT-79 |

Requirements

The work registration status of each applicant and recipient is determined during the eligibility process.

Basic Considerations

The work requirement has three parts: registration, participation, and sanction. The eligibility functions are registration and sanctions for non-compliance.

Work Registration

The eligibility worker must explain the general work requirements for Supplemental Nutrition Assistance Program (SNAP), the rights and responsibilities of work registered AU members, the sanctions for failure to comply with general work requirements during the initial interview, recertification (renewal) interview, periodic report or an interim change. The eligibility worker must explain ABAWD work requirements to households that include ABAWDs. Form 859, SNAP Consolidated Work Requirements Notice, must be given to work registrants, which includes mandatory registrants and ABAWDs in every county. The notice must be given to ABAWDs to explain the participant's rights and responsibilities under the ABAWD time-limit.

i If the Gateway system does not generate the above required form, the worker must mail the form to the individual and document this action in the Gateway system's "client level case note feature."

The work registration status of each AU member is determined as follows:

- at initial application,

i The work registration status of the applicant, at the interview, must be determined prior to certification of benefits under expedited processing procedures. The applicant's work registration status is not delayed due to expedited application processing unless the authorized representative files the application on behalf of the applicant.

The work registration status of other AU members may be delayed, if necessary. Refer to [3110 Expedited Application Processing](#).

- at interim change

- at every renewal (recertification) interview.
- at periodic report **IF** a change is reported that impacts work registration

The work registration status of an AU member is either:

- exempt from work registration, or
- determined to be a work registrant



IPV and SSN disqualified AU members and ineligible AU members are not subject to work registration requirements. An exempt AU member is not required to comply with general work requirements for SNAP.

Exemptions from Work Requirements

An AU member is exempt from work requirements if she/he meets one of the following exemptions:

- under age 16.



If a child turns 16 during the certification period, register unless otherwise exempt, at the next (recertification) renewal.

- age 16 or 17 and not the head of AU.



Only a 16 or 17-year-old, who is the head of the AU and does not meet an exemption, is a mandatory registrant.

- age 60 or older.

- is registered and complying with Employment Services as a TANF recipient.

- physically or mentally unfit for employment:

- **Unfitness for employment criteria**

- Unfitness may be temporary incapacity or a permanent disability. A person who is ill, injured, or incapacitated may be unfit for employment. Obtain verification from a medical source or certified mental health provider.
- Pregnant women who are high risk are considered to be unfit for employment and are exempt from work requirements. Verification from a medical source is required.
- **Chronically Homelessness Definition:** Individuals who are homeless and do not have a permanent residence are NOT automatically considered to be unfit for employment or exempt from work registration. The eligibility worker must make every attempt to verify unfitness for employment using acceptable means, such as documentation from a medical professional or social worker.
 - Individuals who are considered chronically homeless and are unfit for employment are exempt from work registration and may have the following circumstances:
 - are sleeping under a bridge, sidewalks, parks, benches, or the street
 - have an employment history that is inconsistent, sporadic or shows little to no employment

- have an employment history that is not consistent with self-sufficiency such as wages that cannot support independent living
 - may struggle with drug and/or alcohol abuse
 - may struggle with an undiagnosed mental or physical health issues
- If an individual's unfitness for work is obvious to the worker, the worker must exempt the individual without requiring a statement or verification from medical professionals. The worker must document what the individual states and the information provided regarding the individual's circumstances to establish unfitness.
 - Examples of unfitness for employment as a temporary exemption from work requirements may include, but is not limited to the following:
 - the observation of a cast on a broken leg
 - information, provided by the client, of a scheduled surgery or recuperation from surgery
- Receipt of or certification for a temporary or permanent disability benefit such as SSI, RSDI, VA, Railroad Retirement, Worker's Compensation, is sufficient verification of incapacity or disability.
 - AU members who **file joint applications for SSI and SNAP at the SSA office** are not required to register for work while the initial SSI decision is pending. This policy does not apply to SSI decisions that are in appeal. AU members who apply for SNAP and state that they have filed for SSI and/or SSA benefits **are required to provide a medical statement** to verify incapacity or disability.
 - If a person is chronically ill, as determined by the worker, when a physical or mental impairment, either by itself or in conjunction with age or other factors, prevents the person from engaging in employment or participating in the SNAP Works Program. The worker must document their observation of the physical state and observed behaviors of the individual.

Unfitness for employment is established, assessed, determined, and re-evaluated at each renewal (recertification).

- a student at least 18 years of age enrolled at least half-time in a GED program, home schooling registered with the department of education, high school, on-line courses, post-secondary education, seminary, or trade school.

OR


- a refugee student at least 18 years of age participating in a recognized refugee educational/training **at least halftime**.


OR

- a student at least 18 years of age enrolled **at least half-time** in an institution of higher education, such as a business, technical, trade, or vocational school that normally requires a high school diploma or equivalency certificate for enrollment in the curriculum or if the student is enrolled in a regular curriculum at a college or university that offers degree programs regardless of whether a high school diploma is required. Refer to [3245 Students](#).

Definition of Enrollment - A student enrolled in a school, training program, or institution of higher

education remains exempt during normal periods of class attendance, vacation, and recess unless the student graduates, is suspended or expelled, drops out, or does not intend to register for the next normal school term, excluding the summer term.

 A student in an institution of higher education must first meet certain student exemptions to be an eligible student. For purposes of the work registration student exemption, verification of school enrollment and educational assistance is required if the student is enrolled in an institution of higher education. Refer to [3245 Students](#).

 If the enrollment is part of the SNAP Works Program and the details of the work or training activity are defined in the SNAP Works Individual Employment Plan (IEP). The SNAP Works participant continues to be a work registrant AND is not considered a student. Re-register at every renewal (recertification) period.

- responsible for the daily care of a child under the age of 6. A parent or other AU member responsible for the care of a dependent child under 6. If the child has his or her 6th birthday during a certification period, the eligibility worker must work register the individual responsible for the care of the child at the next renewal (recertification), unless the individual qualifies for another exemption.
- responsible for the care of an incapacitated individual. Verify through a medical source that the incapacitated individual requires care. The incapacitated individual does not have to reside with or be a member of the SNAP AU.
- employed or self-employed person works a minimum of 30 hours weekly on a job expected to last 30 days.
- receives weekly earnings equal to the Federal minimum wage multiplied by 30 hours, including self-employment. If a temporary break in employment is not expected to last longer than 10 workdays, the exemption continues.
- a VISTA volunteer.
- a migrant or seasonal farm worker under contract agreement with an employer or crew chief to begin employment within 30 days.
- a regular participant in a drug addiction or alcohol treatment or rehabilitation program.
- an individual who applies for or receives Unemployment Compensation Benefits (UCB). AU's statement is accepted for the UCB application unless the statement conflicts with information known to the agency.

Work Registrants

An AU member, between the ages of 16 through 59, who does not meet one of the work registration exemption criteria above is a work registrant.

In Georgia, work registrants are defined by two categories:

- Mandatory Registrant; or
- ABAWD

Work registrants are required to adhere to general SNAP work requirements, which include regis-

tering for work and complying with the following work requirements:

- Register for work at the time of application and every 12 months thereafter.
- Provide sufficient information for the agency to determine the employment status or job availability of the individual.
- Participate in the SNAP Works Program, if assigned and as required by the program.
- Accept an offer of employment paying at least the minimum wage at a site or plant not subject to strike or lockout at the time of offer.
- Report to an employer if the employment meets the requirements for suitable employment.
- Continue employment of 30 hours or more a week without voluntarily quitting or voluntarily reducing work hours to less than 30 hours per week.

Mandatory Registrants

An AU member is a mandatory registrant if he/she meets one of the following:

- Under age 18
- Pregnant, but not high risk
- 51 - 59 years of age (**effective September 1, 2023 - September 30, 2023**)
- 53 - 59 years of age (**effective October 1, 2023 - September 30, 2024**)
- 55 - 59 years of age (**effective October 1, 2024 - September 30, 2030**)
- Residing in a SNAP household with a household member under age 18, even if the household member under 18 is not eligible for SNAP benefits. **NOTE:** The ineligible member under 18 must reside in the SNAP AU and may be an ineligible AU member such as an ineligible alien or a sanctioned AU member.
- A homeless individual who is fit for employment. A homeless individual is defined as someone who lacks a fixed and regular nighttime residence or an individual whose primary nighttime residence is one of the following:
 - a supervised shelter that provides temporary accommodations,
 - a halfway house or similar institution that provides temporary residence for individuals to be institutionalized,
 - temporary accommodations are provided for not more than 90 days in the residence of another individual,
 - OR a place not designed for the ordinary use for regular sleeping accommodations such as a hallway, bus station, a lobby or any other place that would normally not be acceptable for sleeping
- A veteran; a veteran is considered an individual who served in the United States Armed Forces (such as Army, Marine Corps, Navy, Air Force, Space Force, Coast Guard, and National Guard), an individual who served in a reserve component of the Armed Forces, and someone who was discharged or released from any branch of the Armed Forces, regardless of the conditions of the discharge or release.
- An individual who is 26 years of age or younger and was in foster care on their 18th birthday

- not meet any other exemptions/exceptions

Some work registrants are required to participate in work activities to remain eligible. Refer to [3380 Failure to Comply with Work Requirements](#) for policy regarding compliance for work registrants. Refer to [3355 Able-Bodied Adults Without Dependents \(ABAWD\)](#) for a definition of compliance for ABAWDs subject to the time limits.

All applicants or recipients who do not meet a work registration exemption are required to meet the work requirements listed in this section. [Chart 3350.1, Work Registration Exemptions](#), identifies the exemptions and verification requirements for all applicants or recipients exempt from work registration. This list is not all inclusive. [Chart 3350.2, Work Registrants](#), lists the appropriate description for all work registrants.

SNAP Employment & Training (E&T) Program

The SNAP Works Program is the program responsible for implementing the employment and training (E&T) work requirements. Refer to [3345 SNAP E&T Work Requirement Overview](#). The SNAP Works Program is a voluntary program that operates in all 159 counties.

The SNAP Works Program is offered to SNAP recipients who meet SNAP Works Program eligible criteria. Program services are provided through contracted SNAP Works direct service partners. Refer to [3345 SNAP E&T Work Requirement Overview](#) for more information.

Voluntary Registrants

Voluntary registrants are SNAP recipients who are exempt from work registration and chose to volunteer to participate in the SNAP Works Program’s training activities to gain self-sufficiency through economic independence. Voluntary registrants are **not** required to register for work or comply with work requirements and are **not** sanctioned for non- participation in the SNAP Works Program.

CHART 3350.1 - WORK REGISTRATION EXEMPTIONS

| |
|--|
| Child under 16 |
| Age 16 & 17 and not head of the AU |
| Age 60 or older |
| Registered and complying with TANF employment services |
| Unfit for employment with medical verification, unless obvious (documentation required) |
| Receiving disability benefits (SSI, RSDI, VA, Railroad Retirement), SDX, BENDEX, Worker’s Compensation, etc. An award letter is required. |
| SSI and SNAP Initial Application filed at the SSA Office. Verification of SSI and SNAP application status not required if information is forwarded from SSA. |
| Student enrolled at least half-time in high school or other primary studies. Verification of school enrollment is required. |
| Student enrolled at least half-time in an institution of higher education. Verification of school enrollment and educational assistance is required. |
| Refugee participating in a recognized refugee education/training program at least half-time. Verification of participation is required. |
| Caretaker of a dependent child under the age of 6 included in the SNAP AU. |

| |
|---|
| Caretaker of an incapacitated individual. The need for continuous care must be verified by a medical source. |
| Employment at least 30 hours a week or earn at least equal to federal minimum wage times 30 hours. Verification of work hours and wages is required |
| Vista Volunteer. Verification of volunteer status required. |
| Migrant or seasonal farmer. Verification of contract agreement to begin employment within 30 days required. |
| Participation in a drug and alcohol treatment program. Verification of participation required. |
| Receiving UCB or (have applied for or been approved for UCB). Verification of application for benefits required if questionable. |

CHART 3350.2 - WORK REGISTRANTS

ABAWD individuals are work registrants who reside in time-limited counties and must meet the ABAWD Work Requirements to remain eligible. ABAWDs are:

- age 18 – 50 (effective September 1, 2023 – September 30, 2023)
- age 18 – 52 (effective October 1, 2023 – September 30, 2024)
- age 18 – 54 (effective October 1, 2024 – September 30, 2030)
- not pregnant
- not physically or mentally unfit for employment
- not included in the AU with a child under age 18

Refer to Section 3355, ABAWDs.

MANDATORY REGISTRANTS are work registrants who are:


- Under age 18 or ages 53 - 59 and does not meet any other exemptions/exceptions
- Pregnant, but not high risk
- 51 – 59 years of age (*effective September 1, 2023 - September 30, 2023*)
- 53 – 59 years of age (*effective October 1, 2023 – September 30, 2024*)
- 55 – 59 years of age (*effective October 1, 2024 – September 30, 2030*)
- Residing in a SNAP household with a household member under age 18, even if the household member under 18 is not eligible for SNAP benefits.



The ineligible member under 18 must reside in the SNAP AU and may be an ineligible AU member such as an ineligible alien or a sanctioned AU member.

- Veterans
- Homeless (but fit for employment)
- 26 years of age or younger and were in foster care on their 18th birthday

3355 Able-Bodied Adults Without Dependents (ABAWD)

| | | | | |
|---|--|---|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Able-Bodied Adults Without Dependents (ABAWD) | | |
| | Effective Date: | October 2024 | | |
| | Chapter: | 3300 | Policy Number: | 3355 |
| | Previous Policy Number(s): | MT-76 | Updated or Reviewed in MT: | MT-79 |

Requirements

An ABAWD who is subject to the ABAWD Time Limit cannot receive benefits for more than 3 months in a 36-month period UNLESS she/he is meeting the ABAWD Work Requirement. The first fixed 36-month period began December 1996 and ended November 1999. A new period starts every 36 months thereafter. **The current 36-month period is December 1, 2023, through November 30, 2026.**

Basic Considerations

An Able-Bodied Adult Without Dependents (ABAWD) is defined as an individual who meets all the following criteria:

- a work registrant,
- age 18 through 50 (until the month in which the 51st birthday falls) (*effective September 1, 2023 - September 30, 2023*),
- age 18 through 52 (until the month in which the 53rd birthday falls) (*effective October 1, 2023 – September 30, 2024*)
- age 18 through 54 (until the month in which the 55th birthday falls) (*effective October 1, 2024 – September 30, 2030*)



An 18-year-old becomes subject to ABAWD work requirements starting the month following the month the individual turns 18.

- not pregnant,
- not physically or mentally unfit for employment,

If obviously unfit and medical verification is not available to support the unfitness determination, register the applicant/recipient (A/R) as temporarily unfit for employment based on the worker's observation of the A/R's mental or physical unfitness.



Documentation of the observed unfitness is sufficient to determine the A/R is exempt from work registration. Follow the minimum necessary protected health information (PHI) standard and document the observed behaviors or physical conditions that deem the individual as unfit for employment at the time of the interview. Refer to [3350 Work Registration](#).

- not included in the AU with a child under age 18. The child can be an eligible, ineligible, disqualified, or sanctioned AU member. The child may be related or unrelated to the adult(s).

ABAWD Waiver

The waiver eliminates the 3 of 36-month time-limit on the receipt of Supplemental Nutrition Assistance Program (SNAP) benefits and the ABAWD Work Requirement. If the State chooses to apply for the ABAWD Waiver, the State must meet one of the following core standards for waiver approval:

- The data from BLS (Bureau of Labor Statistics) or a BLS-cooperating agency must show an area has a recent 12-month average unemployment rate over 10 percent;

or

- The data from BLS or a BLS-cooperating agency must show an area has a 24-month average unemployment rate 20 percent or more above the national rate for a recent 24-month period, but in no case may the 24-month average unemployment rate of the requested area be less.



The data reference period for the 20 percent standard has a specific limit. In order for the 24-month data period to be approvable, there must not be more than 21 months from the end of the last month of the 24-month data period through the last month that the waiver would be effective.

ABAWD Discretionary Exemptions

The ABAWD Discretionary exemption is an exemption that may be granted to an ABAWD who does not meet the ABAWD work requirement and is subject to the three-month time limit under specific circumstances. Each year the FNS allots states a specified number of these exemptions for its use.



If a change is reported that may result in a change in work status prior to the next recertification (renewal) or initial application, the ABAWD may be removed from the discretionary exemption and may be required to participate in employment and training activities.

Requests/Approval for ABAWD Discretionary Exemption


The ABAWD discretionary exemption may be requested and granted to ABAWDs on a temporary and case by case basis by the Food and Nutrition Unit at the State Office. The Food and Nutrition Unit is required to track and approve the use of all ABAWD Discretionary Exemptions for quarterly reporting to the Food and Nutrition Service (FNS).

The request to grant a discretionary exemption to an ABAWD should be reviewed and submitted by the eligibility specialist's supervisor to the Food and Nutrition Unit at the State Office via email to snap@dhs.ga.gov. The email subject must indicate, "**ABAWD Discretionary Exemption Request**". The email request must include the following information: case number, client ID, ABAWD's name, non-compliance months, the month for which the discretionary exemption is being requested and the reason the discretionary exemption is being requested.

The eligibility worker must copy and paste the documentation of the Food and Nutrition Unit's approval or denial statement to the Gateway system using the client level case note feature. **ABAWD Discretionary Exemptions granted without approval must be corrected by the eligibility worker.**

ABAWD Waiver/Exempt Counties

ABAWDs who reside in ABAWD Time-Limit Exempt counties are identified as work registrants but are not subject to time-limits and countable months.

 Eligibility staff are required to complete the ABAWD Time Clock and confirm ABAWD eligibility for the current 36-month period regardless of applied exemptions or existing waivers.

Previously, Georgia’s ABAWD time limits had been suspended due to the Federal Public Health Emergency (PHE). However, effective July 1, 2023, ABAWD Work Requirements were reinstated. July 2023 was the first potential non-compliance month for ABAWDs not meeting the work requirement.

ABAWD Work Requirement in Time Limited Counties

ABAWDs who reside in the Time-Limited counties must meet the ABAWD Work Requirement to remain eligible. Additionally, the ABAWD is required to comply with general work requirements for work registrants (Refer to [3350 Work Registration](#)).

Effective July 1, 2023, all counties in Georgia are considered ABAWD Time-Limited counties.


ABAWDs Can Participate in SNAP Works Program

ABAWDs may volunteer to participate in the SNAP Works Program to meet their ABAWD work requirements and remain eligible for SNAP benefits.

ABAWDs who need to regain eligibility are **not** eligible for enrollment in the SNAP Works Program or any of its contracted providers. The SNAP Works Program offers services to both ABAWDs and non-ABAWDs. SNAP Works participants are not subject to sanction by the SNAP Works Program because it is a voluntary program.

CHART 3355.1 - ABAWD ELIGIBILITY CRITERIA. Use this chart to determine the applicable ABAWD Policies.

| POLICY | TIME LIMITED COUNTIES | EXEMPT COUNTIES |
|-----------------------------|--|-----------------|
| ABAWD Identification | The Gateway system identifies ABAWD status. Counties must screen the “List of SNAP AUs With Individuals Who Are Potential ABAWDs Report” each month. Counties must review the work registration status of each individual record to ensure the correct work status is indicated. The eligibility worker must update the work registration status of the individual, if it is incorrectly identified. | |

| POLICY | TIME LIMITED COUNTIES | EXEMPT COUNTIES |
|--------------------------------------|--|--|
| <p>ABAWD Work Requirement</p> | <p>ABAWDs who reside in the Time-Limited counties must meet the ABAWD Work Requirement to remain eligible. ABAWDs can meet the work requirement by participating in one of the following activities:</p> <ul style="list-style-type: none"> • Working 20 hours per week, averaged 80 hours monthly. <ul style="list-style-type: none"> ◦ Working means work in exchange for wages, goods or services, such as work in exchange for rent payment, in-kind work or unpaid work, such as volunteerism and/or community service and includes employment and self-employment. • Participating and complying with the requirements of the work program for 20 hours per week, averaged 80 hours monthly, such as WIOA or the SNAP Works Program. • Participating and complying with the requirements of the Comparable Workfare Component. • Any combination of work and participating and complying with the requirements of a work program for 20 hours per week, averaged 80 hours monthly. <div style="border-left: 1px solid black; padding-left: 10px; margin-top: 10px;">  The hourly wage does not have to meet the federal minimum wage for participation purposes. </div> | <p>The ABAWD is required to comply with work registration and general work requirements only. Refer to Section 3350.</p> |









| POLICY | TIME LIMITED COUNTIES | EXEMPT COUNTIES |
|-----------------------------------|--|--|
| <p>Comparable Workfare</p> | <p>Comparable Workfare Activities increase access to qualifying components for able-bodied adults without dependents (ABAWDs). Georgia is adding comparable workfare to its allowable component opportunities, which is intended to provide ABAWDs with another means to meet the ABAWD work requirement. Comparable workfare is expected to be widely utilized in areas where connections to the SNAP Works Program or other work programs may be limited. Under comparable workfare, the ABAWD is responsible for the following:</p> <ul style="list-style-type: none"> • arranging their own placement at a nonprofit or for-profit provider; • reporting participation; and • verifying hours of participation to their SNAP case manager. <p>The number of hours is obtained by dividing the SNAP AU's monthly allotment by the federal minimum wage. Hours may not exceed 30 hours weekly. Refer to Form 858 – Comparable Workfare: A Guide for ABAWDs.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p> If more than one ABAWD is receiving SNAP benefits in the SNAP household, the hours must be divided between all ABAWDs in the AU. The eligibility worker will maintain records to support the issuance of benefits to comparable workfare participants beyond the third month of eligibility. The SNAP eligibility worker will track each month of the State's fixed 36-month period to ensure compliance with the ABAWD time limit and work requirements.</p> </div> <p>ABAWDs who have exhausted their three months under the time limit should not receive a fourth month of SNAP benefits without providing proof they have regained eligibility through their comparable workfare activity.</p> | <p>The ABAWD is required to comply with work registrant general work requirements only. Refer to 3350 Work Registration.</p> |




CHART 3355.1 ABAWD ELIGIBILITY CRITERIA



| POLICY | TIME LIMITED COUNTIES |
|---|---|
| <p>Reporting Requirement for ABAWDs participating in Comparable Workfare</p> | <p> Comparable workfare is NOT a SNAP Works Program activity. SNAP E&T funds cannot be used towards this component. ABAWDs who need to regain eligibility cannot do so through the SNAP Works Program. The fastest way to regain eligibility is through comparable workfare or other work activities.</p> <p>Participation must be verified timely to prevent an over-issuance of benefits.</p> <p>ABAWDs participating in comparable workfare must have the comparable workfare provider complete the Form 805 “ABAWD Volunteer Work Requirement Verification Form.” ABAWDs must verify comparable workfare participation at application and recertification (renewal).</p> |
| <p>Reporting Requirement for ABAWDs who are employed</p> | <p>ABAWDs are required to report when their monthly gross income exceeds 130% of the FPL, and/or when their work hours are less than 20 hours per week, averaged 80 hours per month, no later than 10 days from the end of the month in which the change occurred. ABAWDs are also required to report when the household or household member receives substantial winnings from lottery winnings, gambling winnings, prizes, awards and/or windfalls with a gross amount of \$4,500 or more (before taxes or other amounts are withheld). They must report these winnings no later than 10 days of the end of the month in which the household received the winnings.</p> <p>These requirements are stated on the Form 859, SNAP Consolidated Work Requirements Notice. The notice includes the following information:</p> <ul style="list-style-type: none"> • All work registrants, including ABAWDs at application and recertification (renewal) must be informed of the general work requirements. • ABAWDs who reside in Time-Limited counties at application, interim change and recertification (renewal) are advised of ways to meet the ABAWD work requirement through participation in work program activities or other means. • All ABAWDs are subject to Simplified Reporting Requirements (SRR) and substantial winnings from lottery winnings, gambling winnings, prizes, awards and/or windfalls reporting requirements and are made aware of this requirement. |
| <p>Certification Periods</p> | <p>ABAWDs are assigned a four (4) month certification period.</p> <p> ABAWDs require a standard renewal.</p> |
| <p>Volunteering for the SNAP Works Voluntary Program</p> | <p>The SNAP Works Program accepts referrals from all 159 counties.</p> <p>ABAWDs are able to volunteer to participate in the SNAP Works Program by notifying their SNAP eligibility worker. The eligibility worker must select the “refer to the SNAP Works Program” option in Gateway to generate a referral for the ABAWD customer.</p> |

| POLICY | TIME LIMITED COUNTIES |
|---|---|
| <p>Employed ABAWD monitored at recertification</p> | <p>ABAWDs' employment hours are monitored at the recertification (renewal) eligibility determination. Monitoring employment hours is an eligibility function. Employment hours for every month of the certification period are verified at recertification (renewal) to track compliance with the minimum monthly 80-hour participation requirement.</p> <p>This verification can be obtained using the Form 809, the attendance sheet, or check stubs. If check stubs are used as verification of the ABAWDs' employment hours, then documentation of representative pay must clearly state if a check stub(s) provided was not used to determine representative pay to determine ongoing eligibility. For example, state "only the last four check stubs are being used because they are the best representation of the AU's current situation".</p> <p>The eligibility worker must explain this requirement to the ABAWD at application and at recertification (renewal). However, if the ABAWD does not provide the verification at the interview, request verification of hours.</p> <p>If verification of hours is not provided or hours of participation are not met, for any month, and the ABAWD is otherwise eligible, determine if good cause exists. If good cause for failure to meet the hours or failure to verify the hours does not exist, determine if countable months or over-issuance months exist.</p> <p>Review and discuss Simplified Reporting Requirements and substantial winnings from lottery winnings, gambling winnings, prizes, awards and/or windfalls reporting requirements with the AU.</p> |
| <p>Employed ABAWD monitored at periodic report</p> | <p>ABAWDs' employment hours are monitored at periodic reporting if a change in employment is reported. The Eligibility Worker must address the month in which the reported change occurred. It is not required that the work requirements be verified for all the previous months at periodic report. The work requirements and the hours of employment for all the previous months will be verified at the next recertification (renewal).</p> |
| <p>Countable / Noncompliance Months</p> | <p>Countable months are months in which an ABAWD receives and is issued a full month of benefits; but is not meeting one of the following criteria:</p> <ul style="list-style-type: none"> • Exempt from work registration • Residing in an Exempt County • Receiving the ABAWD discretionary OR good cause exemption • Meeting the ABAWD Work Requirement • 36-month time limit period has expired <p> Prior to determining if a month is a countable month, determine that the ABAWD is not exempt from work registration requirements or that the ABAWD does not have good cause. Refer to Section 3380, Failure to Comply with Work Requirements, for a list of good cause reasons.</p> |
| <p>Prorated Months</p> | <p>Months in which the AU is certified to receive prorated benefits do not count as countable months. If a full month of benefits is received in the initial month, the initial month may be considered a countable month.</p> |
| <p>Countable Months from another State</p> | <p>Countable months used in another state are counted in Georgia. If there is an indication that an ABAWD has participated in the SNAP Program in another state, then contact the other state and use their information to determine how many countable months the ABAWD has used in the current 36-month period. Refer to countable months and over issuance months in this chart.</p> |

| POLICY | TIME LIMITED COUNTIES |
|---|---|
| Accrued three (3) countable months | <p>Once an ABAWD has accumulated (3) countable months he/she must regain eligibility to receive SNAP benefits again.</p> <p> If the SNAP case is closed the ABAWD must reapply for SNAP assistance.</p> |
| Compliance | <p>Compliance is defined as an action the ABAWD takes to avoid accruing three countable months and losing SNAP eligibility.</p> <p> ABAWDs and mandatory registrants sanctioned for voluntary quit or voluntary reduction of work hours must serve the minimum sanction period before eligibility can be reestablished.</p> <p>Registration is the only required action that the ABAWD or mandatory registrant must take to meet the work requirement after serving the minimum sanction period. Refer to Section 3380, Failure to Comply with Work Requirements, for actions the ABAWD and/or mandatory registrant may be required to take to comply with work requirements.</p> |
| Regaining Eligibility | <p>A non-complying ABAWD is NOT referred to the SNAP Works Program or any of its contractors to regain eligibility.</p> <p>Eligibility must be regained when there is an accumulation of three (3) countable months. To regain eligibility, the ABAWD must complete 80 hours of work, 80 hours of a training or education activity, complete the required hours of workfare or complete a combination of these activities during any 30 consecutive day period after accumulating the first three countable/non-compliance months.</p> <p>Eligibility does not have to be regained during a calendar month. ABAWDs may regain eligibility for an unlimited number of times. If an ineligible ABAWD has not met the work requirement prior to application, refer the ABAWD to a work or comparable workfare activity to complete the required hours to regain eligibility prior to approval.</p> <p> If the current 36-month fixed ABAWD Time Clock has expired, the customer does not need to regain eligibility once the new 36-month period begins.</p> |
| Self-initiated activity or exemption | <p>If the ABAWD meets a work registration exemption, eligibility can be reestablished.</p> <p>If the ABAWD participated in a training or education activity during a period in which they did not receive benefits for the required 80 hours, eligibility can be established.</p> |
| Regaining eligibility through employment | <p>To regain eligibility through employment, the ABAWD must work 80 hours during any 30-consecutive day period. The ABAWD may use employment from periods in which he/she was not certified for benefits.</p> <p>If the ABAWD has begun employment at the time of application, pend the application until the ABAWD has worked 80 hours but not beyond the 30-day standard of promptness (SOP).</p> <p>If the ABAWD regains eligibility through employment that began and ended prior to the date of application, request third party verification. If third party verification is not available and the ABAWD is not meeting the work requirement, refer the ABAWD to a work or comparable workfare activity to regain eligibility.</p> |


| POLICY | TIME LIMITED COUNTIES |
|---|--|
| <p>Regaining through work program activities</p> | <p>The ABAWD may regain eligibility by participating in a work program activity for 20 hours weekly over a consecutive 30-day period. Verification of completion is required.</p> <p> Applications are not held beyond the SOP waiting for the ABAWD to regain eligibility. If eligibility is regained during the 30-day SOP, provide benefits from the date of application. If eligibility is not regained during the 30-day SOP, deny the application, if applicable.</p> |

| POLICY | TIME LIMITED COUNTIES |
|---|--|
| <p>Second Three-Month Period</p> | <p>An ABAWD is allowed a second three-month period during a 36-month period. The second three-month period is additional time that the ABAWD is allowed to receive benefits within a 36-month period without meeting the work requirement.</p> <p>The ABAWD is potentially eligible for the second three-month period after eligibility has been regained, at least once, and there is a subsequent failure to meet the ABAWD work participation requirement. The second three-month period is consecutive.</p> <p> These are considered “bonus” months and are not guaranteed. An ABAWD may receive the additional three months only if all other conditions of eligibility are met. If the ABAWD loses eligibility prior to accruing all three additional months, the remaining months cannot be used.</p> <p>The second-three-month period does not begin until all of the following conditions have been met:</p> <ol style="list-style-type: none"> 1. The ABAWD receives the first three countable months and has regained eligibility. <p>AND</p> <ol style="list-style-type: none"> 2. The ABAWD fails again to comply with the work requirement or reports loss of employment due to a reason other than voluntary quit. <p>AND</p> <ol style="list-style-type: none"> 3. The ABAWD is eligible for the first month of the second three-month period. The first month of the second three-month period is the month timely notice is issued or the month the loss of employment is reported. <p> If the ABAWD is ineligible for the first month of the second three-month period, the second three-month period does not begin. The second three-month period is still available if the ABAWD fails to meet the participation requirement at another time.</p> <p>AND</p> <ol style="list-style-type: none"> 4. The first month of the second three-month period is not a prorated month. <p>THEN</p> <ol style="list-style-type: none"> 5. The second three-month period begins the month timely notice is issued for failure to comply with the ABAWD work requirement, such as the month the ABAWD reports loss of employment. <p> The date of report is crucial when the ABAWD is meeting the requirement through work. For example, if the ABAWD is working, loses employment for reasons other than voluntary quit in the last month of the certification period, does not reapply for several months, and does not report the loss of employment until s/he reapplies; the second three-month period is started when the ABAWD reapplies.</p> <p>However, if this same ABAWD reported loss of employment in the last month of the certification period, the second three-months would start in the last month of the certification period. The ABAWD loses the remaining months of the second three-month period if she/he does not reapply.</p> |

| POLICY | TIME LIMITED COUNTIES |
|---|---|
| <p>Non-complying ABAWD after the Second Three Months</p> | <p>After the ABAWD has used the second three-months, he/she must be in a self-initiated employment or training activity to re-establish eligibility.</p> <p> A non-complying ABAWD is NOT referred to the SNAP Works Program or any of its contractors to reestablish eligibility.</p> |
| <p>Countable Months and Overpayment Months</p> | <p>An over-issuance exists if the ABAWD receives benefits for a month:</p> <ul style="list-style-type: none"> • without good cause for not meeting the work requirement, • is not sanctioned, • is not exempt, • has exhausted 3 countable months, and • is not eligible in one of the second three-months. <p>When a SNAP AU is totally ineligible for a month or receives benefits in error for a month and that month is also a countable month, the month is considered a countable month until the claim has been paid in full. Once the claim is paid in full, the countable month is erased and does not count toward the 3 countable months in the 36-month period.</p> <p>All SNAP cases are SRR cases. Therefore, month(s) in which a non-reportable change occurs that makes an AU member an ABAWD are considered countable months. The ABAWD discretionary exemption may be applied for every month of the certification period that the ABAWD work requirement was not met.</p> <p> Changes in ABAWD status are effective the month after the change occurs.</p> <p>An over issuance does not occur under ABAWD provisions in the following situations:</p> <ul style="list-style-type: none"> • A month is one of the first three countable months. • The month is included in the second three-month period. • The month a SNAP work sanction is applied. • A month in which an ABAWD has good cause for failure to comply. • A month in which the ABAWD meets a work registration or receives an ABAWD discretionary exemption. |

| POLICY | TIME LIMITED COUNTIES |
|--|---|
| ABAWD Eligibility Tracking Clock | <p>The eligibility SNAP worker must accurately account for and document each month of the 36-month period and ensure that the ABAWD does not receive more than 3 countable/noncompliance months and the second three-month period.</p> <p>Document the eligibility status for each month of the 36-month period by indicating one of the following descriptions on the ABAWD Time Clock (ATC) in the Gateway system or the Manual ABAWD Calendar Tracking Form 507 in the case record permanent verification section:</p> <p>If the case is inactive, complete the Form 507 Manual ABAWD Tracking Calendar, upload the document into the document imaging system and add a descriptive client level case note regarding the ABAWD's participation.</p> <p>ABAWD TRACKING CALENDAR VALUES</p> <p>C Food Stamp Case/Client Closed – No Food Stamps Issued E Employed ABAWD (Employed 20-29 Hours per Week) F ABAWD Discretionary Exemption G Good Cause for Non-Participation H Hours of Participation in Activity Reported M Mandatory Registrant N Noncompliance (Countable) Month O Over-Issuance Month P Prorated Month R Regained Eligibility S Sanction Month W ABAWD Waiver Granted X Work Registration Exemption Granted A Second Three-Month Period (Additional)</p> |
| Sanctioned work registrant moves from county to county | <p>If a sanctioned work registrant, including an ABAWD moves from a mandatory county to an ABAWD exempt county OR time-limited county, continue the sanction for the appropriate minimum sanction period. At the end of the minimum sanction period, re-determine the work registration status of the work registrant. If the individual is still a work registrant, re-registration is the only action necessary to lift the sanction.</p> |
| Resources and Income of an ineligible ABAWD are counted in their entirety | <p>Work registrants may be sanctioned for failure to comply with SNAP work requirements such as voluntary quit, voluntary reduction of work hours to less than 30 hours per week, failure to comply with TANF ES, and refusal to register for work.</p> |
| Resources of an ineligible ABAWD | <p>Exclude resources in their entirety if the ABAWD is included in an AU that is categorically eligible for SNAP. Refer to Section 3210, Categorically Eligible Assistance Units.</p> |
| Income of an ineligible ABAWD | <p>Prorate income. Refer to Section 3625, Budget for an AU with IPV Disqualified or Work Sanctioned Individuals or Lawbreakers.</p> |

3360 E&T Participation Requirement

| | | | |
|---|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | E&T Participation Requirement | |
| | Effective Date: | December 2023 | |
| | Chapter: | 3300 | Policy Number: |
| Previous Policy Number(s): | MT-73 | Updated or Reviewed in MT: | MT-76 |

Requirements

SNAP Works Program eligible recipients may volunteer to participate in the SNAP Works Program.

Basic Considerations

The State designs and operates the SNAP E&T Program which may consist of one or more employment and training components. In Georgia, this program is called SNAP Works.

Participation Requirements

SNAP E&T Eligible individuals are food stamp recipients who may volunteer to participate in the SNAP Works Program. If the volunteer no longer wants to participate, no adverse action is taken.

SNAP Works Eligible Definition

SNAP Works eligible individuals must meet the three criteria below.

- Receives SNAP assistance
- Is fit for employment
- Has opted to voluntarily enroll in the SNAP Works Program

AND

SNAP Works eligible individuals must meet one or more of the following criteria:

- Can be exempt or a work registrant (either an ABAWD or mandatory registrant)
- Can be pregnant
- Can be underemployed or unemployed
- Can be TANF Eligible, but is **not** Receiving TANF benefits
- Can be a single parent
- Can receive any type of unemployment compensation benefits
- Can be a senior citizen
- Can be homeless
- Can be a veteran
- Can be disabled, but fit for employment

- Can be a returning citizen
- Can be a refugee
- Can be a student who is taking GED, Literacy or English Language preparation courses.
- Can be a student attending one of the Technical College System of Georgia (TCSG) locations and taking courses under a certificate, diploma, or associate degree program as identified in the State's SNAP E&T Plan.

SNAP Works Eligible individuals are **not**:

- receiving TANF
- Students in higher learning such as a bachelor or master's degree program
- Deemed unfit for employment

Employment Services Specialist Responsibilities

The SNAP Works Program Employment Services Specialist (ES) has the following responsibilities:

- Provides case management services for all participants.
 - Completes 360 progress reviews on participants after initial enrollment.
 - Connects the participant with referrals to community resource agencies.
 - Issue work support services within two workdays of review appointment, as needed for continued participation in program activities.
 - Assure that the actions taken on a participant's employment services case are documented using the case note feature in Georgia Gateway.
 - Ensures that the provider administers the following employment services:
 - Conducts the participant orientation and assessments.
 - Develop the participant's Individual Employment Plan in accordance with their desired training activity within 10 days of the referral receipt.
 - Arrange for participation in the assigned training activity.
 - Monitor and record the participant's hours spent in activity monthly.
 - Arrange for or provide participant support services monthly.
 - Managing occurrences of non-participation in the SNAP Works Program by addressing challenges to participation.
 - Meets the standard of promptness as defined in the Provider's contract.
 - Initiates and participates in monthly staffing meetings with providers and/or participants to discuss the participants' progress toward their Individual Employment Plan objective.
- Records participant information in the Gateway system including the following:
 - assessment date;
 - orientation date;
 - Individual Employment Plan (IEP);

- participation in activities;
 - participation hours;
 - support services payments;
 - non-participation;
 - case actions and remarks.
- Notifies the eligibility worker via the eligibility system worker generated alert, email, or Communication Log entry of all cases involving the following activities:
 - employment within 5 workdays.

Reporting and Accuracy

The ES must screen the SNAP recipients referred to the SNAP Works Program to ensure accuracy of the referral. Only SNAP recipients who meet the SNAP Works Program eligible criteria can participate in the program. The ES reviews and uses alerts, system generated tasks, or SNAP Works reports to ensure the accuracy of reported data.

Closing Employment & Training Activities

Activities and components should be closed within 60 days following the disenrollment of a participant after determining good cause reasons for any nonparticipation and entering the final hours of participation in the activity.





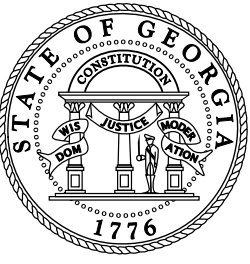
-  Hours must cycle overnight prior to the ES case closure. Refer to Chart 3360.1 for the appropriate closure codes.

CHART 3360.1 - E&T CASE CLOSURES

| IF | THEN |
|--|--|
| Negative Completion Terms | |
| Participant becomes exempt from SNAP E&T Program, such as becomes unfit to participate | Enter “negative program completion” and reason “Participant Illness, Incapacity”, or “Substance Abuse or Dependence”, or “Other.”  If “Other” is used, ES must add a case note to explain “Other.” |
| Participant food stamp case closes due to moved out of state | Enter “negative program completion” and reason “Moved Out of State.” |
| Participant fails to take part in ES appointment (initial or review) AND no good cause exists | Enter “negative program completion” and reason “withdrew.” |
| Participant withdraws from SNAP E&T Program | Enter “negative program completion” and reason “withdrew.” |
| Participant fails to complete job search or job retention AND no good cause exists | Enter “negative program completion” and reason “Other.”  ES must add a case note to explain “Other.” |
| Participant fails to complete education or training activity AND no good cause exists | Enter “negative program completion” and reason “withdrew.” |

| IF | THEN |
|--|--|
| Participant is dismissed from provider or partner site and cannot be served by the E&T Program ongoing due to programmatic violations. | Enter “negative program completion” and reason “dismissed.”  This must be approved for use by the State Office E&T Director. |
| Positive Completion Terms | |
| Participant completes job search and does not obtain employment | Enter “positive program completion” and reason “Attained Level.” |
| Participant completes job retention services | Enter “positive program completion” and reason “Attained Level.” |
| Participant completes basic education or vocational training and receives a certificate of completion. | Enter “positive program completion” and reason “Obtained 2 Year Degree” OR “Obtained GED” OR “Obtained High School Diploma” OR “Certificate/Diploma (VOC ED)” |
| Participant completes work experience and obtains employment. | Enter “positive program completion” and reason “Emp Full-Time (30 Hrs or More)” OR “Emp Part-Time (Less Than 30 Hrs)” |

3365 E&T Enrollment Process

|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|--|--|------------------------|-----------------------------------|-------|
| | Policy Title: | E&T Enrollment Process | | |
| | Effective Date: | December 2023 | | |
| | Chapter: | 3300 | Policy Number: | 3365 |
| | Previous Policy Number(s): | MT-68 | Updated or Reviewed in MT: | MT-76 |

Requirements

All SNAP Works participants are required to take part in the following enrollment process, which includes program orientation, employability assessments, individual employment plan development, and enrollment in an allowable work activity.

Basic Considerations

Participation in a work activity may begin at any time.

Orientation

The purpose of orientation is to engage the participant and to set the tone for the program. Participants are given appropriate information regarding what the program is, what it is designed to do, how it will be done, and how it can benefit the participant.

The following information must be provided to participants during orientation:

- The purpose of the SNAP Works Program,
- The program components,

- Participation requirements,
- Rights and responsibilities of participants,
- Work Support services available,
- Resource list of local employment and training resources.

Assessment

The participant's work history, educational background, skills, and employability are assessed to determine the educational, training, and support needs of the participant. The assessment is documented in the Gateway system. The purpose of the assessment is to evaluate the participant's potential for employment and the need for support services and training.

In examining the participant's background, the following points should be considered:

Education:

What was the highest grade completed? If a drop out, why did participant leave school? How does the participant feel about participating in school or training? What classes did the participant enjoy the most in school? Why? What classes did the participant enjoy the least in school? Why? What were the participant's extracurricular activities in school? Can they be related to vocational and employment possibilities? Did the participant have extracurricular involvement, why not? What educational needs does the participant have?

Employment:

Is the participant working? Where is the participant working? What are the job duties? How many hours a week does the participant work? What is the pay? What is their length of time on the job?

Work History:

What jobs has the participant held? For how long? What were the reasons the participant left each of the prior jobs? What jobs did the participant like the most? Why? What jobs did participant like the least? Why? What specific skills did the participant develop on the job? What tasks/skills did the participant have the most difficulty performing? Possession of what skills would have made the jobs easier to do? What characteristics would make a job attractive to the participant?

Personal/Family:

Review ABAWD work status to make sure the individual does not meet any exemptions. Does the participant have any health or emotional problems? Is there a history of substance abuse? Does the participant have an arrest record?

Are there any children in the home under age 18? Does any family member have health problems, or special needs? Does the participant have adequate living accommodations? What are the usual means of transportation?

Previous Job Search Efforts:

Is the participant looking for work? What sources/resources have been used to locate a job? What were the results of any interviews? What reasons were given for non-hire? What kind of jobs has

the participant applied for? What local employment opportunities does the participant know of in the community? How does the participant feel about prior job search efforts?

Individual Employment Plan

The information obtained during the assessment is used to develop an Individual Employment Plan with the participant. The Individual Employment Plan provides the following information:


- provides the overall employment goal(s).
- outlines the necessary steps to achieve the employment goal(s).
- provides a timeline for accomplishing each step of the plan.
- outlines the participation requirements agreed upon by the participant.
- details the services including work support services that DFCS provides.
- specifies the activities in which the individual is required to participate.
- provides the timeframe to accomplish the overall employment goal(s)
- provides an explanation of good reasons for nonparticipation.

Individual Employment Plan Update

The Individual Employment Plan is reviewed at the timeframes established for achieving each step. The participant’s progress and any modifications in activities or services are noted on the Individual Employment Plan and documented in the Gateway system using the case note feature when there is a change or achievement of a step or goal.

A face-to-face review is not required for an Individual Employment Plan update. The update may be completed via telephone and the changed plan mailed to the participant for signature.

3370 E&T Participation Activities

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|---|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | E&T Participation Activities | |
| | Effective Date: | December 2023 | |
| | Chapter: | 3300 | Policy Number: |
| Previous Policy Number(s): | MT-68 | Updated or Reviewed in MT: | MT-76 |

Requirements

Participation in an education, training, or work activity may begin at any time. For ABAWDS, participation must begin by the first full calendar month after receipt of referral to the E&T program. The maximum hours of participation in an E&T component are limited to 120 hours per month.

Basic Considerations

A list of allowable components and a brief description of each component are provided below. The minimum participation requirements, the satisfactory progress definitions, the Participant Support Services available, and the guidelines for various activities are provided for each component. There should be a logical progression through activities toward the eventual goal of job placement.

Allowable E&T Components

Allowable SNAP Works Program components are identified annually in the State's SNAP E&T Plan. Components are divided into three categories: education, work, and non-education/non-work.

Education Components:

- Basic/Foundational Skills Instruction (includes High School Equivalency Programs) (EPB)
- Career/Technical Education Programs or other Vocational Training (EPC)
- English Language Acquisition (EPEL)
- Work Readiness Training (EPWRT)

Work Component:

- Work Activity (WA)
- Work Based Learning On The Job Training (WBLOJT)

Non-Education, Non-Work Components:

- Supervised Job Search (SJS)
- Self-Employment Training (SET)
- Job Retention (JR) Stand Alone Component

ABAWD Enrollment in Combined Components

SNAP Works Program activities and/or components may be combined with another component to meet the ABAWD work requirement. Combined component time spent should never exceed the minimum participation requirement for any single activity in which an ABAWD is involved.

Example: ABAWD is employed 72 hours per month. S/he needs 8 additional hours to meet the work requirement. The total work requirement hours are 72 hours of employment and 8 hours of work program activity. To meet the requirement of 80 hours, place the ABAWD in 8 hours vocational training.

Monitoring Participation in E&T Components

Participation in activities and/or components is monitored carefully by the E&T Provider and the Employment Services Specialist (ES) to assure participants are involved in the assigned activities for the required number of hours.

The E&T Provider will report participation activity to the SNAP Works Program. The ES will receive the monthly progress report to verify actual hours of participation and satisfactory performance.

The ES enters the information in the work programs module of the Gateway system for each month, documents the source of verification in the Gateway system, and uploads a screenshot of the participant's hours to DIS.

Qualifying & Nonqualifying Components

The components are classified as qualifying or non-qualifying activities.

Qualifying Components

- Education Components
- Work Components

Non-Qualifying Components

- Non-Education, Non-work Components

Guidelines for Education/Training

Referrals to education and training are geared toward the achievement of the participant's employment goal. Education and training activities are supported through the SNAP Works Program and limited to a maximum of twenty-four-months. The twenty-four-months limitation includes any combination of education and training activities in which the participant is involved. Job search and job readiness components can be included in the education/training curriculum. However, total hours involved in job search or job readiness must be less than 50% of the hours involved in education/training.

The E&T provider must submit proof of attendance at the end of each month. The SNAP Works employment services specialist receives the monthly participation report by the 10th calendar day of the following month for the previous month. This is necessary to document participation in components or other E&T activities and to verify the need to pay for related participants support services.

E&T funds may not be used to pay for education and training, which are free to the public. E&T Funds cannot be used to pay for past due educational fees or fines.

Basic and remedial education, GED preparation, education in English proficiency and post-secondary education are the types of adult education included in this E&T component. Participants who require educational training before they can fully benefit from employment search are targeted for this component. Participants are referred to existing training resources, which provide educational classes free of charge or through Pell Grants.

Guidelines for Career/Technical and other Vocational Training

Vocational training is a component that improves the employability of participants by providing training in a skill or trade allowing the participant to move directly into employment. SNAP Works participants may be assigned to occupational training. The chart below provides the guidelines for occupational training activities for participants.



Participants enrolled in an educational training as part of their Individual Employment Plan

(IEP) remain work registrants at review and are not subject to food stamp student criteria. Refer to Section 3350.

EDUCATION COMPONENTS (Qualifying Activity)

| | |
|--|---|
| Basic/Foundational Skills Instruction (Includes High School Equivalency Programs) (EPB) | Education that provides an individual with basic literacy equivalent to at least grade 8 level and education to prepare a person to qualify for a high school equivalency diploma. |
| Minimum Participation Requirements | <p>Must have a need for basic education as a prerequisite for further educational learning needed for gainful employment.</p> <ul style="list-style-type: none"> • ABAWDs must participate, a minimum of 20 hours per week. • Non-ABAWDs must participate according to the provider’s program requirements. |
| Satisfactory Progress Definition | <p>Meeting satisfactory academic progress.</p> <p>A probation period is allowable.</p> |
| Participant Support Services Available | Participant Support Services reasonable and necessary for participation. |
| Career/Technical Education Programs or Other Vocational Training (EPC) | This is a short-term component that improves the employability of participants by providing training in a skill or trade allowing the participant to move directly into employment. These training programs have a direct link to the local job market. The training is designed to provide in-demand, high growth training in emerging industries resulting in the obtainment of industry recognized credentials. Currently, the SNAP Works Program offers training opportunities from certification classes to a two-year technical college associate degree. |
| Minimum Participation Requirements | <p>Individuals who have obtained a high school or equivalent diploma and is able to pass the entrance exam test.</p> <ul style="list-style-type: none"> • ABAWDs must participate, a minimum of 20 hours per week. • Non-ABAWDs must participate according to the provider’s program |
| Satisfactory Progress Definition | <p>Meeting satisfactory academic progress.</p> <p>A probation period is allowable.</p> |
| Participant Support Services Available | Participant Support Services reasonable and necessary for participation. |
| English Language Acquisition (EPEL) | Education to provide the participant with skills in speaking, reading, or writing English commensurate with the demands of their employment goal. |
| Minimum Participation Requirements | <p>Individuals who need to gain mastery of the English language to obtain and retain gainful employment.</p> <ul style="list-style-type: none"> • ABAWDs must participate, a minimum of 20 hours per week. • Non-ABAWDs must participate according to the provider’s program requirements. |

| | |
|--|--|
| Satisfactory Progress Definition | Meeting satisfactory academic progress. A probation period is allowable. |
| Participant Support Services Available | Participant Support Services reasonable and necessary for participation. |
| Work Readiness Training (EPWRT) | Intensive programs that include skill assessment and educational remediation services that prepare individuals for the workforce. Work readiness skills may include both foundational cognitive skills such as reading for information, applied mathematics, locating information, problem solving, and critical thinking and non-cognitive skills, or soft skills, which are defined as personal characteristics and behavioral skills that enhance an individual's interactions, job performance, and career prospects such as adaptability, integrity, cooperation, and workplace discipline. |
| Minimum Participation Requirements | Individuals who need basic education services aligned with job readiness training activities. Those entering this component have basic reading, writing and math skills that need to be expanded to function productively in the workforce. <ul style="list-style-type: none"> • ABAWDs must participate, a minimum of 20 hours per week. • Non-ABAWDs must participate according to the provider's program requirements. |
| Satisfactory Progress Definition | Meeting satisfactory academic progress. A probation period is allowable. |
| Participant Support Services Available | Participant Support Services reasonable and necessary for participation. |

Guidelines for Work Components

The State agency cannot mandate more than 120 hours per month. In addition, the hours worked by a participant in a work component (i.e. work experience), plus the hours worked by other household members, cannot exceed the value of the household monthly benefit divided by the higher of the applicable Federal or State minimum wage. Voluntary participants in work-based learning can volunteer to work more hours, so long as the voluntary E&T participant receives the same compensation for comparable work for comparable hours earned by non-SNAP E&T participants, and no minimum wage laws are violated. However, participants in a work activity cannot work additional hours, even on a voluntary basis, because their participation is limited to working off the value of their benefit. Voluntary participants are not subject to the above restrictions as long as the voluntary participants are paid a wage at least equal to the higher of the applicable Federal or State minimum wage for all hours spent in an E&T work program.

WORK COMPONENTS (Qualifying Activity)

| | |
|--|--|
| Work Activity (Experience) (WA) | Work Activity/Experience is a planned, structured learning experience that takes place in a workplace (private or non-profit sector) for a short-term period. Work experience may be paid or unpaid. Work experience assignments may not replace the employment of a regularly employed individual, and they must provide the same benefits and working conditions provided to regularly employed individuals performing comparable work for comparable hours. |
| Minimum Participation Requirements | Participants who have little to no work experience and need on-the-job experience to learn workplace skills and find a job. |
| Satisfactory Progress Definitions | Meeting satisfactory progress. |
| Participant Support Services Available | Participant Support Services reasonable and necessary for participation. |
| Work Based Learning/On the Job Training (WBLOJT) | <p>Work-based Learning/On-the-Job provides knowledge or necessary skills needed to perform a job. The intent of the OJT program is to assist workers in developing skills leading to occupations providing adequate wages that ensure self-sufficiency. This type of work-based learning prepares individuals for industry-driven careers by combining academic training with occupation training. Potential employers will be required to submit training plans to the State agency for approval. All training plans must clearly demonstrate that the participant will acquire the industry driven-occupational knowledge and skill set.</p> <ul style="list-style-type: none"> • Participants enrolled in OJT must meet the employer’s established qualifications and job specific criteria. Employers will assess the potential participants to ensure that they are appropriate for the training assignment. • The length of participation in OJT will be defined by the provider. The length cannot extend beyond the timeframe set by the provider for the training assignment. |
| Minimum Participation Requirements | Participants with a Job Readiness Level of Near Job-Ready will be supported by the E&T program for up to 12 months. |
| Satisfactory Progress Definitions | Meeting satisfactory progress. |
| Participant Support Services Available | Participant Support Services reasonable and necessary for participation. |


NON-EDUCATION, NON-WORK COMPONENTS (Non-Qualifying Activity)

| | |
|--|---|
| Supervised Job Search (SJS) | Counseling, job tips, seminars, workshops, career assessments and support provided to assist participants in successfully seeking employment. |
| Minimum Participation Requirements | Participants who have recent connection to the work industry. |
| Satisfactory Progress Definitions | Meeting satisfactory progress in the component. |
| Participant Support Services Available | Participant Support Services reasonable and necessary for participation. |

| | |
|--|--|
| Self-Employment Training (SET) | <p>Self-employment training is a component that improves the likelihood of beginning a successful small business. This component provides individuals with an alternative to traditional employment.</p> <p>The approved activities included under this component are as follows: • Design business proposals, • Choose a business location, • Determine startup costs, • Opportunities to fund business, • Marketing research, • Competitive analysis of targeted business area or • How to buy an existing business or franchise.</p> <p>Self-employment training activities also include how to register your business and policies to remain legally compliant. Participants also learn how to access small business grants and other business support services. Case management services for this component include but are not limited to: • Analysis of business concept, professional vocational counseling, • Guidance on resources needed to implement business plan.</p> <p>The self-employment training component is an option for individuals seeking a new or better employment opportunity.</p> |
| Minimum Participation Requirements | SNAP Works participants who are motivated to be self-employed and want to start their own business may enroll in this component. |
| Satisfactory Progress Definitions | Meeting satisfactory progress. |
| Participant Support Services Available | Participant Support Services reasonable and necessary for participation. |
| Job Retention Service (JR) | Participants who have participated in an E&T component and then becomes employed during their participation are eligible for job retention services. The job retention component is a supportive measure offered to eligible participants to increase the likelihood of long-standing, continuous employment through case management and coaching services. There is no limit to the number of times an individual may receive job retention services, as long as the individual has re-engaged with E&T prior to obtaining new employment. |
| Minimum Participation Requirements | <p>Job Retention Service Participants must meet all the following criteria:</p> <ul style="list-style-type: none"> • Obtain gainful employment while actively participating in an eligible E&T component • Are SNAP eligible in the month of or the month prior to participation • Be employed at least 30 hours weekly or the equivalent of 30 hours weekly X federal minimum wage • Remain employed during participation months. gible for job retention services. |
| Satisfactory Progress Definition | Participants must maintain gainful employment for the duration of the job retention component. |

| | |
|------------------------------|--|
| Participant Support Services | The job retention component provides support services for at least 30 days and up to 90 days to individuals who have secured employment. Participant Support Services and incidentals will only be paid if reasonable and necessary for maintaining employment. Incidental payments are paid directly to the vendor and are a one-time payment of up to 75.00 per participant. The transportation support service amount is limited to 25.00 each month. |
|------------------------------|--|

3375 Work Support Services

| | | | | |
|---|--|------------------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Participant Support Services | | |
| | Effective Date: | December 2023 | | |
| | Chapter: | 3300 | Policy Number: | 3375 |
| | Previous Policy Number(s): | MT-68 | Updated or Reviewed in MT: | MT-76 |

Requirements

Participant support services are provided to participants for needs directly related to participation in the assigned component(s). All work support services must be reasonable and necessary for participation in the SNAP Works Program.

Basic Considerations

Participant support services are provided in order to encourage and support participants in their efforts to achieve and maintain employment. Participants are informed of all available participant support services during their initial contact with the E&T Provider. If services are needed to eliminate barriers to work and/or training, the SNAP Works employment services specialist or the E & T Provider may provide participant support services to the participant.

Participant Support Services

The SNAP Works Program provides participant support services to those participants enrolled in an allowable E&T component and the support is needed to participate. Services include, but are not limited to:

- Background check
- Books, tools and training supplies
- Childcare
- Clothing
- Drug tests
- State ID or driver’s license
- Transportation Assistance

- Tuition
- Uniforms



Case management services are provided by the E&T provider and the SNAP Works Staff.

Transportation Assistance

Participants may receive transportation assistance if needed to participate in training, educational or work activities.

- An upfront payment of \$25.00 for the first month of activity.
- A reimbursement payment of \$50.00 per month.
- Arranged transportation services up to \$200.00 per month paid to the TRIPS provider.

Upfront Payments

Upfront transportation payments are given only to participants who need them to begin participation in SNAP Works Program activities. An upfront payment of \$25 may be given to begin participation only for the first month of an activity.

Reimbursement of Expenses

In lieu of up-front payments, participants may be reimbursed for transportation expenses at the end of participation each month. The Provider must provide documentation of participant attendance during the month to validate the need for transportation payments.

Arranged Transportation

Transportation services may be arranged by DFCS with a transportation provider in lieu of up-front payments or reimbursement of expenses. Transportation is arranged for participants who have no dependable source of transportation. This service may be arranged with public transit systems via weekly or monthly transportation cards or daily tokens or arranged with other services such as private van services or taxi services. A private driver in the community may be used if no other resource is available. Negotiate the lowest rate possible.

Participants cannot receive a transportation payment when transportation services are purchased for them with a transportation provider. The participant makes the decision to accept the individual transportation payment or to accept services purchased by DFCS.

The arranged/provider transportation limit is up to \$200.00 per month. Since SNAP Works funds are limited by budget constraints, it is important that the most economical and efficient means of transportation is arranged for the participant. The maximum amount should only be allowed under special conditions. The SNAP Works funds will be monitored regularly to determine expenditures. The maximum amount may be reduced at any time in order to meet budgetary needs. Arranged transportation is charged to UAS Budget Code 549, Entitlement Code 23. Refer to Chart 3375, SNAP Works Transportation Services for appropriate UAS and Entitlement Codes.

The Chart 3375.1 below provides the guidelines for using UAS Code 549.

CHART 3375.1 – TRANSPORTATION SERVICES UAS CODE 549

| UAS Code | Entitlement Code | Description |
|----------|------------------|--|
| 549 | 23 | Arranged Transportation up to \$200.00 per month to provider. |
| 549 | 25 | E&T Transportation - \$50 Monthly Minimum Reimbursement to participant. |
| 549 | 34 | Upfront \$25 Payment to participant. |
| 549 | 59 | \$25 Monthly Maximum Reimbursement to the Job Retention Participant. May not exceed 90 days. |


 Do not use the above Entitlement Codes with UAS Codes 559 or 569 or 589.

Duration of Services

Participants are eligible for continuous participant support services while participating in SNAP Works Program activities. Monthly verification of continued enrollment in the activity, participation in the activity, and continued eligibility for food stamp benefits is completed to make sure the participant continues to be eligible for participant support services.

Incidentals

Incidental services are other services needed by participants to complete their participation in component activities. These services are purchased only when they are not available from other sources at no cost. The need to purchase incidental services is documented in the Gateway system.

 For those incidentals limited to “per participation”, participation begins with referral and ends when the participant exits from the program. All services or items purchased must be directly related to the registrant’s participation in the SNAP Works Program activity. Refer to [Chart 3375.3, Incidental Participant Support Services](#), for a list of participation incidentals.

UAS Codes

The following UAS codes are used to report incidental participant support services.

CHART 3375.2 – DESCRIPTION OF INCIDENTAL SERVICES CODES

| UAS Code | Description |
|----------|---|
| 559 | Incidentals for Participants in Work Activity. |
| 569 | Incidentals for Participants in Education or Training activities. |
| 589 | Incidentals for Participants in Job Retention activities. |

Incidentals are purchased only for participants currently enrolled in SNAP Works Program activities. Incidentals needed to accept employment are not allowable, unless part of the job retention component. Reimbursement for incidentals is not allowed.

Participants may have the following items purchased for them.

 All incidentals require approval by the SNAP Works Supervisor.

CHART 3375.3 – INCIDENTAL PARTICIPANT SUPPORT SERVICES

| UAS CODE 559 Incidentals | | |
|---|--|------------------|
| Incidentals for Participants in Work Activity | | |
| Incidental | Limitation/Description | Entitlement Code |
| Expenses which are necessary, reasonable and directly related to participation in E & T activities such as drug screens, physicals, and criminal background checks. | Dependent upon available funds. Use services at no cost when available.  Expense must be required as condition of participation. | 26 |
| UAS CODE 569 Incidentals | | |
| Incidentals for Participants in Education or Training Activities | | |
| Incidental | Limitation/Description | Entitlement Code |
| Adult Education GED Tuition | Use services at no cost when available. | 21 |
| Other Tuition | Dependent upon available funds. Pay only for short-term training of 6 months or less. | 22 |
| Expenses which are necessary, reasonable and directly related to participation in E & T activities such as drug screens, physicals, and criminal background checks | Dependent upon available funds. Use services at no cost when available.  Expense must be required as condition of participation. | 26 |
| Books, Registration, Educational Testing Fees | Dependent upon available funds. | 37 |
| UAS CODE 589 Incidentals | | |
| Incidentals for Participants in Job Retention | | |
| Incidental | Limitation/Description | Entitlement Code |
| Books, Registration, Educational Testing Fees | Dependent upon available funds. | 37 |
| Required Wearing Apparel | Dependent upon available funds. | 38 |
| Tools and Supplies | Dependent upon available funds. | 39 |
| Occupational Licensing Fees | Dependent upon available funds. Use services at no cost when available. | 40 |
| Work Support Payment | Dependent upon available funds. One-time payment may not exceed \$75.00. | 98 |

 This is an all-inclusive list of incidentals allowed for the SNAP Works Program.

Other Services

Funds are not available through the SNAP Works Program to purchase services other than transportation and incidentals. However, employment services specialists will provide appropriate referrals to local resources for customers to receive any other needed resources.

Guidelines for Purchase of Services

Services are purchased only when not available through other resources at no cost to the participant. **Duplication of payment is prohibited.** Payments for transportation and incidentals are coor-


minated with other direct service providers such as the Workforce Innovation Opportunity Act Programs and Fatherhood Initiative, to prevent duplication of services.

Services provided or purchased are not to exceed the normal cost of such services in the local area. Participation activities are arranged in the most efficient manner possible to meet the work goals and minimize expenses.

Documentation and Verification of Participant Support Services

The appropriate documentation of participation in activities and/or components are recorded in the Gateway system to substantiate the need for participant support services.

3380 Failure to Comply with Work Requirements

| | | | |
|---|---|--|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Failure to Comply with Work Requirements | |
| | Effective Date: | July 2022 | |
| | Chapter: | 3300 | Policy Number: |
| Previous Policy Number(s): | MT-57 | Updated or Reviewed in MT: | MT-68 |

Requirements

A work registrant includes mandatory registrant and ABAWD, who fails to comply with general work requirements without good cause, has committed a violation, which may result in a sanction against an AU member.

Basic Considerations

The responsibility for determining compliance with work registration requirements lies with the eligibility staff.

The responsibility for determining compliance with the SNAP Works Program participation requirements lies with the SNAP Works Employment Services (ES) staff.

i Currently, the SNAP Works Program is a voluntary program. SNAP Works volunteer participants are not subject to sanction for failure to participate in the program.

Failure to Comply

Failure to comply with general work requirements applies to work registrants, which includes ABAWDs and mandatory registrants only.

A determination of failure to comply with general work requirements results in the application of a Failure to Perform a Required Action. FS benefits cannot increase as a result of an application of the work sanction. Refer to [3385 Failure to Perform Required Action](#).

As a condition of eligibility for SNAP benefits, each household member that is not exempt must

comply with the following general work requirements:

- Register for work or be registered by the State at the time of application and every 12 months after initial registration.
- Participate in a SNAP Works Program, if required by the State.
- Participate in a workfare program, if required by the State.
- Provide sufficient information for the agency to determine the employment status, job availability, or activity participation of the individual.
- Produce required documentation to verify completion of participation in work, education, training, or workfare activities.
- Accepts an offer of employment paying at least the minimum wage, at a site or plant not subject to strike or lockout at the time of refusal.
- Do not voluntarily and without good cause quit a job of 30 or more hours a week or reduce work effort to less than 30 hours a week.
 - 30 hours or more per week or weekly earnings equivalent to the federal minimum wage multiplied by 30 hours



and

- the quit is within 30 days of the date of application or anytime thereafter.

If the work registrant fails to meet the above general work requirements, then they may be subject to sanction for failure to adhere to the requirements.

If voluntary quit or voluntary reduction of hours being worked to less than 30 hours per week is determined on an SR case at review, apply the appropriate sanction beginning with the first month of the new POE.

A notice of the minimum sanction period must be sent on all voluntary quit or voluntary reduction decisions.

-  Terminating a self-employment enterprise or resigning from a job at the request of the employer shall not be considered voluntary quit.
-  If the case remains active, the worker must enter an alert to contact the A/R to determine eligibility at the end of the minimum sanction period.

Good Cause

A determination of good cause is made prior to applying a work sanction. Prior to applying a sanction, contact is made with the AU to determine if good cause exists.

Good cause is not considered prior to continuing a sanction because the work registrant fails to follow through after requesting compliance.

Good cause includes circumstances beyond the AU's control such as, but not limited to the following situations:

- illness, either temporary or permanent,
- illness of another household member that requires the presence of the mandatory registrant OR ABAWD,
- a household emergency,
- unavailability of transportation,
- barriers beyond the AU's control,
- temporary absence from work due to holidays or breaks or due to workload, and the employee retains employment,
- leaving employment due to:
 - discrimination by an employer due to age, race, sex, color, disability, religious belief, national origin, or political beliefs,
 - work demands or conditions that render continued employment unreasonable, such as working without being paid on schedule,
 - acceptance of employment or enrollment of at least half-time in any recognized school, training program, or institution of higher education,
 - acceptance by an AU member of employment or enrollment in any recognized school or training program or institution of higher learning in another county or state which requires AU members to quit employment,
 - retirement (employer designates person as retired),
 - leaving employment in connection with patterns of employment such as migrant farm labor, seasonal work, or construction work,
 - acceptance of a bona fide offer of employment which fails to materialize or fails to result in at least 30 hours of employment or 30 hours multiplied by federal minimum wage, due to the employer or circumstances beyond the AU'S ability to control, or
 - childcare needs and the availability of services.
- leaving employment which is unsuitable. Unsuitable employment is defined as:
 - a wage less than the federal minimum wage or 80% of the federal minimum wage if the job is not subject to minimum wage limits,
 - employment offered on a piece-rate basis with the average hourly yield expected to be less than the federal minimum wage,
 - a job which requires the A/R to join, resign from, or refrain from joining a legitimate labor organization,
 - employment involving an unreasonable degree of risk to health and/or safety,
 - a work site subject to a strike or lockout at the time the offer of employment is made, unless the strike is prohibited by the Taft-Hartley Act or an injunction has been issued under the Railroad Labor Act,
 - work for which the A/R is unfit to perform as documented by medical evidence or other reliable sources,
 - a job in which the working hours or nature of employment interfere with the work regis-

trant's religious observances, convictions, or beliefs,

- a job in which the distance between the work site and the home residence exceeds 2 hours per day commuting time, not including childcare transportation, and in which distance prohibits walking to employment and there is no public or private transportation available,
- leaving a job in connection with patterns of employment in which workers frequently move from one employer to another, such as migrant farm labor or construction work.



An employee of the Federal or State Government or a political subdivision of the State who is dismissed from that employment for participating in a strike is considered to have voluntarily quit without good cause.

Violations

Penalties for violations of work requirements are as follows:

- First violation - The AU member is ineligible for a minimum of one month or until compliance, whichever is later.
- Second violation - The AU member is ineligible for a minimum of three months or until compliance, whichever is later.
- Third and subsequent violations – The AU member is ineligible for a minimum of six months or until compliance, whichever is later.



An individual AU member may remain sanctioned indefinitely.



Sanction periods for voluntary quit and voluntary reduction of work hours to less than 30 hours per week are no longer than the minimum sanction period. The mandatory registrant or ABAWD is potentially eligible following the minimum sanction period.

The sanction begins the month after the timely notice expires.

Provide the AU with request for a fair hearing.

Apply the sanction even if the case is closed using Form 333, Food Stamp Sanction/Penalty notice.

Notice to AU

Notify the AU that a sanction will be imposed. Imposition of a sanction requires timely notice if the case is active and the action taken is an interim change. If the case is closed, or the AU is in the last month of the POE, give the AU adequate notice of the sanction.

Provide the AU with a notice of the following information:

- name of person who failed to comply
- the particular act of non-compliance
- the sanction period
- a statement that the individual may regain eligibility at the end of the sanction period
- the requirements for ending the sanction.

This information must be manually added to the system generated notice or use Form 333, Food Stamp Program Sanction/Penalty Notice.

Imposition Sanctions

When a sanction is imposed, the countable resources and income of the sanctioned individual are counted in their entirety. Refer to [3625 Budget for an AU with IPV Disqualified or Work Sanctioned Individuals or Lawbreakers](#).

Work Sanction Is Not Imposed


A work sanction is not imposed if one of the following conditions exists:

- the AU member is exempt from work registration,
- good cause exists for failure to comply,
- the work registrant, including mandatory registrant and/or ABAWD, complies by the effective month of sanction,
- the AU requests a hearing and continuation of benefits during the timely notice period.

Work Sanction Is Imposed

The following criteria apply to a FS work sanction:

- imposed for a specific period of time.
- imposed even if the mandatory registrant or ABAWD is already sanctioned for violations of work requirements or other Food Stamp Program requirements. Impose a sanction for a third violation even though the mandatory registrant or ABAWD member is currently serving out a second violation. Work sanctions run concurrently with other work sanctions or program violations.
- imposed regardless of the status of the mandatory registrant or ABAWD (active or closed). The sanction may begin with the first day following the last day of the POE and continue for the minimum period even if the AU does not reapply.

 The violation must occur when the mandatory registrant or ABAWD is in pending or active status.

The mandatory registrant or ABAWD cannot be re-certified for benefits until the minimum sanction period is served.

At application, compliance or regaining of eligibility has to be completed by the end of the 30-day application SOP.

For ongoing cases, compliance or regaining of eligibility is completed in a month in which the work registrant can receive benefits. Work registrants may not be required to participate in work activities in sanction months.

Prior to imposing a sanction, determine if the individual is exempt from work registration or has good cause for failure to comply.

The sanction follows the mandatory registrant or ABAWD from one AU to another AU and from one county to another county. In the case of ABAWDs, a failure to participate sanction follows the ABAWD from a non-exempt county to another county, regardless of the county's exemption status. At the end of the minimum sanction period, re-determine work registration status and lift the sanction if appropriate. If the individual is still an ABAWD in an exempt county, re-registration lifts the sanction.

If the AU requests continuation of benefits pending a fair hearing and the sanction period is upheld, the sanction period begins the first month after the county receives the hearing decision.

If an application for benefits is filed in the final month of the sanction period, deny the case for the application month and certify the case for the ongoing months, if all other eligibility requirements are met.

In cases of voluntary quit or voluntary reduction of work hours to less than 30 hours per week for a newly approved application, the sanction begins from the date of the reduction of wages or quit, if the date is within 30 days of the date of initial application.

In cases of voluntary quit or voluntary reduction of work hours to less than 30 hours per week for an ongoing AU, the sanction begins the month following the month in which timely notice ends.

Lifting Sanctions, Before or After, The Minimum Sanction Period Ends

If the mandatory registrant and/or ABAWD becomes exempt from work registration prior to completing the minimum sanction period, lift the sanction.

Compliance After Minimum Period is Served

If the sanctioned mandatory registrant or ABAWD requests to comply after the minimum sanction period has been served, then the EW starts the compliance process by completing the certification process. Once the minimum sanction period has been served, review the work registration status.

If a request to comply occurs at the same time as an initial application for benefits, benefits for the sanctioned individual are certified back to the date of application if compliance is completed within the standard of promptness (SOP).

If compliance is not completed within the SOP, the AU member remains sanctioned until compliance.

Sanctioned AU Member Moves Out of the County

If the sanctioned individual moves to an AU in another county, review the work registration of the sanctioned individual in the new AU and take the appropriate action.

Review the work registration status for members of the old AU.

ES TANF Sanctioned AU Member

Food stamp recipients who are sanctioned in TANF for failure to comply with work requirements will also have a food stamp work sanction applied. The sanction is applied even when the individual is exempt from food stamp work requirements.

The FS work sanction is applied for as long as the individual is TANF sanctioned. The sanction may last for no more than 12 months when the registrant is permanently sanctioned for TANF ES violations.

Re-determine the FS work registration status following the twelfth month of the sanction.


In addition, a food stamp *failure to perform a required action* penalty is imposed. Refer to [3385 Failure to Perform Required Action](#) for policy.

Use the following chart to determine compliance for all work registrants including mandatory registrants and ABAWDs.

CHART 3380.1 – METHODS TO COMPLY WITH WORK REQUIREMENTS

| CAUSE OF SANCTION | COMPLIANCE |
|---|---|
| Refusal to register. | Register to work. |
| Failure to provide information to determine work status. | Provide information to determine work status. |
| Refusal to accept a bona fide offer of suitable employment at a wage not less than the higher of the state or federal minimum wage. | Acceptance of this employment or other employment. |
| Voluntary quit or voluntary reduction of work hours to less than 30 hours. | Serve minimum sanction period and comply with general work requirements. |
| Failure to comply with TANF/ES. (not applicable to ABAWDs) | Compliance with TANF/ES. If TANF/ES non-compliance results in closure of the TANF AU, the sanctioned AU member is not sanctioned for longer than 12 months. |

3385 Failure to Perform Required Action

| | | | |
|---|---|------------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Failure to Perform Required Action | |
| | Effective Date: | November 2019 | |
| | Chapter: | 3300 | Policy Number: |
| Previous Policy Number(s): | MT-17 | Updated or Reviewed in MT: | MT-57 |

Requirements

Food Stamp benefits will not increase when an AU’s income is decreased or terminated due to failure to perform a required action under another federal, state or local means-tested public assistance program.

Basic Considerations

The following chart provides an all-inclusive list of TANF requirements which when violated by a TANF/FS recipient must not result in an increase in food stamp benefits.

CHART 3385.1 – FAILURE TO PERFORM A REQUIRED ACTION

| TANF Requirements | TANF Consequence |
|--|---------------------------------|
| SSN for all members | AU member is penalized |
| Immunization of pre-school children | AU member is penalized |
| Citizen/alien status (refusal to provide) | AU member is penalized |
| Minor parent living arrangement requirement | Minor parent is penalized |
| Minor parent must comply with school attendance requirements | Minor parent is penalized |
| Intentional Program Violation | AU member is disqualified |
| Prenatal Care | AU member is penalized |
| ES Requirements | 25% reduction or case is closed |
| Personal Responsibilities | 25% reduction or case is closed |
| Failure to report child absent from the home | 25% reduction or case is closed |

The failure to perform a required action policy does not apply to AUs in the following situations:

- TANF application is denied for reasons other than failure to perform required actions,
- TANF benefits are not increased as a result of the Family CAP provision.

Failure to perform a required action is applied to the FS AU by budgeting the TANF grant amount that the TANF AU would receive if the action had not been performed.

The failure to perform a required action policy is applied to ongoing benefits. Initial benefits are not affected.

Failure to perform a required action is not applied to individuals who are ineligible for TANF for the following reasons:

- ineligible aliens
- children who are not deprived
- children who fail to meet relationship criteria
- SSI recipients
- ineligible because of lump sum budgeting
- children who are 18 and not in school
- non-cooperation with DCSS
- non-cooperation with OPIC or the IEI
- refusal to sign the PRP or PWP
- failure to apply for other benefits
- ineligible child because of family cap
- failing to apply or reapply for continued TANF assistance
- reaching the time-limit for TANF benefits
- failing to submit a TANF verification or report

- failure to comply with a purely procedural requirement

The TANF member must fail or refuse to do a substantive requirement such as failure to participate in job search activities.

Procedures

Failure to Comply with TANF ES Requirements

The failure to perform a required action due to TANF non-compliance does not last for more than one year.

Follow the steps below to prevent an increase in FS if the individual failed to comply with TANF work requirements:

- Step 1** Freeze the TANF benefits at the pre-sanction amount.
- Step 2** Budget the TANF benefit amount that the TANF AU would receive if the action had been performed.
- Step 3** TANF 25% Reduction:
- Access the Sanction screens through the TANF/SNAP E&T module in Gateway.
 - Enter the client ID or case number on the Non-Compliance Search screen and click 'Search'. The Sanction Search Results will be displayed if the individual had previously been conciliated and/or sanctioned.
 - Click the 'Initiate Conciliation/Good Cause/Sanction' button to start the conciliation and/or sanction process.
 - Update the required fields on the 'Non-Compliance Conciliation/Good Cause' screen and click 'Next'.
 - Update the required fields on the 'Sanction Details' screen and click 'Next'.
 - Update the required fields on the 'Sanction Review Action' screen and click 'Submit'.
 - Access Data Collection in 'Change Mode' and run 'EDBC'. Review the TANF sanctioned months on the 'Eligibility Determination Results' screen to confirm the TANF benefits have been reduced. The worker can also access each sanction month to view the 'TANF – Individual Disqualification/Sanctions' screen to confirm the sanction count and the sanction begin and end dates.
 - Review the FS case on the 'Eligibility Determination Results' screen to confirm head of household has been sanctioned with the Ineligibility Reason as 'Failure to Comply with TANF Work Requirement'. The worker can also access each sanction month to view the 'Food Stamp – Individual Disqualification/Sanctions' screen to confirm the sanction count and the sanction begin and end dates.
 - Review the 'Food Stamp – Income Budget' screen to confirm the TANF benefit prior to the sanction continues to count in the FS budget.
 - Authorize all programs if all sanction information is correct.

TANF Termination

Follow the same process above if the TANF sanction results in termination. When the TANF benefits are sanctioned, the previous TANF allotment will continue to budget in the FS case for up to one year. At the end of the sanction period, a batch will run to remove the sanction in the TANF and related Food Stamp case. This will reset the TANF and

Food Stamp benefits to the previous amount. If the TANF case was closed due to the sanction, the TANF benefits will not be restored. The AU will need to re-apply for TANF if they wish to receive benefits.

Refer to Section 3380, Failure to Comply with E&T Work Requirements, when the individual fails to comply with a TANF work requirement.


TANF AU Member is Disqualified for Intentional Program Violation (IPV)

If a TANF AU member is disqualified for committing an IPV violation in the TANF program, continue to budget the previous TANF benefit amount that the TANF AU would have received if the action to disqualify had not been taken. Include any amount recouped from the TANF benefit to repay the IPV claim in the food stamp case for the length of the TANF disqualification.

Other Programs

If you should become aware of a reduction in another Federal, State or local means-tested program for failure to perform a required action, subtract the reduced amount from the previous benefit amount and use the difference as unearned income in the food stamp budget. Document the case thoroughly.

3400 Financial Eligibility Criteria Overview

| | | | |
|---|--|---|----------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | Financial Eligibility Criteria Overview | |
| | Effective Date: | October 2024 | |
| | Chapter: | 3400 | Policy Number: |
| Previous Policy Number(s): | MT-69 | Updated or Reviewed in MT: | MT-79 |

Requirements

The countable resources and income of all Assistance Unit (AU) members are considered when determining eligibility and the benefit level of the AU.

Basic Considerations

The resource limits are set by federal law.

Resource Limits

The resource limits are as follows:

- \$4,500 for AUs that contain at least one AU member aged 60 or older or disabled per SNAP policy.
 - i** If the only member in the AU is age 60 or older or disabled and is ineligible or sanctioned for any reason, then the resource limit will revert to the \$3,000 limit.
- \$3,000 for all other AUs.
 - i** The resources of individuals who are categorically eligible for SNAP (Supplemental Nutrition Assistance Program) benefits (i.e. TANF or SSI recipients, and AUs receiving TANF Community Outreach Services (TCOS) are not counted toward the resource limit).

The SNAP resource policy is the same as the TANF Community Outreach Services policy, which excludes all non-liquid resources from the eligibility determination. The liquid resources are counted for AUs that **are not** categorically eligible for SNAP benefits.

All countable resources that are available to the AU are applied to the resource limit.

If the countable resources are less than or equal to the resource limit, then the AU is eligible for SNAP benefits based on resources.

If the countable resources exceed the resource limit, then the AU is ineligible for SNAP benefits based on resources.

Income Limits

The income limits for SNAP are based on the federal poverty level (FPL), which are set by the U.S. Department of Labor. The income limits are the same for all 48 states with the exception of Alaska and Hawaii.

Most AUs are subject to the maximum gross monthly income limit, which is 130% of the FPL.

An AU that contains a member aged 60 or older and/or disabled as defined by SNAP policy is **not subject** to the gross income limit. Eligibility is based on the net monthly income limit which is 100% of the FPL.

An AU that contains all TANF and/or SSI recipients is not subject to the gross monthly income limit.


Income Limits and Benefit Levels

An AU whose income is at or below the income limit is eligible to receive a benefit amount based on AU size and countable net income.

An AU in which all members receive TANF, SSI or TCOS services is **categorically** eligible for SNAP benefits and has met the gross and net income limits for the program. Refer to [3210 Categorical Eligibility](#).

Refer to Appendix A, Financial Standards, for the Allotment and Proration Tables.

3405 Resources

| Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|---|-----------------------------------|--------------|---|
|  | Policy Title: | Resources | |
| | Effective Date: | October 2024 | |
| | Chapter: | 3400 | Policy Number: 3405 |
| | Previous Policy Number(s): | MT-75 | Updated or Reviewed in MT: MT-79 |

Requirements

Resources are assets available to the Assistance Unit (AU), which can be converted to cash to meet daily living expenses. These assets must be taken into consideration in determining eligibility.

Basic Considerations

AUs that are categorically eligible do not have to meet the Supplemental Nutrition Assistance Program (SNAP) resource limits. All SNAP AUs that receive TANF, SSI, or TANF Community Outreach Services (TCOS) do not have to meet the resource requirements to receive benefits.

The SNAP's resource policy is the same as the TCOS resource criteria, which excludes non-liquid resources from the eligibility determination. Refer to [3210 Categorical Eligibility](#) for policy regard-

ing categorically eligible AUs.

Liquid resources are counted for AUs that **are not** categorically eligible for SNAP. The resource limit for AUs that contain at least one AU member aged 60 or older or disabled per SNAP policy is \$4,500. The resource limit for all other SNAP AUs is \$3,000.

To determine eligibility based on resources, the following series of questions must be resolved:

- What is the resource limit for the AU?
- Whose resources are considered?
- Who owns the resource?
- Is the resource available to the AU to meet its needs?
- Is the resource countable?
- What is the value of the resource?
- Has the AU transferred any resources in order to become eligible?

Resources are considered liquid or non-liquid and are described as follows:

- Liquid resources are resources such as bank accounts, which can be converted easily to cash and are available for daily living expenses.

Resources which are available to an AU are used to determine eligibility at the following times:

- application
- recertification (renewal)
- periodic reporting

Consideration of Resources

The countable resources of the following individuals are used to determine eligibility:

- eligible AU members
- ineligible aliens
- lawbreakers
- disqualified individuals
- enumeration sanctioned individuals
- work-sanctioned individuals
- ineligible Able-Bodied Adults Without Dependents (ABAWDs)



A portion of the resources of a sponsored alien are used to determine eligibility. Refer to [3630 Budget for an AU with Sponsored Aliens](#).

Ownership of the Resource

It is assumed that a resource belongs to the individual in whose name it is listed unless the AU can

prove otherwise. The burden of proof in establishing that a resource does not belong to an individual rests with that AU. Convincing evidence such as the following must be provided to rebut ownership:

- statements from other individuals in a position to substantiate the AU member's claims
- legal documents which substantiate the claim.


Jointly Owned Resources

A resource that is jointly owned with a non-AU member is considered accessible in its entirety to the AU, unless the AU claims inaccessibility. The portion of a resource owned by a non-AU member is not automatically excluded.

To verify inaccessibility, the AU must do the following:

- Verify that the resource is not entirely owned by the AU and show that the resource is used for the non-AU member's benefit.
- Verify the inability to dispose of or sell the resource without the consent of the non-AU member.

Based on the information and verification provided by the AU, the Eligibility Worker (EW) determines the accessibility of a resource.

 If the resource is jointly owned with an AU member who receives SSI or TANF, the AU must verify that the resource does not belong to the entire AU. If that is the situation, exclude the portion of the jointly owned resource that belongs to the AU member who receives SSI or TANF.

Accessibility of Resources

A resource is considered accessible when the AU has the legal ability to liquidate the resource and to use the proceeds.

Resources which are inaccessible to the AU or which the AU cannot legally liquidate are excluded.

Examples of resources excluded due to inaccessibility include the following:

- security deposits on rental property or utilities
- property in probate
- real estate which the AU is making a good faith effort to sell
- resources jointly owned by women or children in battered women's shelters and whose former AU members, if accessible, are dependent on the agreement of the joint owner who still resides in the former residence
- any funds in a trust or transferred to a trust, and the income produced by that trust to the extent it is not available to the AU
- a trust arrangement that is not likely to cease during the certification period and no AU member has the power to revoke the trust arrangement or change the name of the beneficiary during the certification period

- the trustee administering the funds is either:
 - a court, or an institution, corporation or organization which is not under the direction or ownership of any AU member

or

 - an individual who has court-imposed limitations placed on the use of the funds

and

 - the trust investments made on behalf of the trust do not directly involve or assist any business or corporation under the control, direction, or influence of an AU member

and

 - the funds held in an irrevocable trust are established from the AU's own funds, if the trustee uses the funds solely to make investments on behalf of the trust or to pay educational or medical expenses of any person named by the AU creating the trust

or

 - established from non-AU funds by a non-AU member. Refer to [Trusts](#) in Chart 3405.1, Types of Resources.

 This list is not all-inclusive.

Resources Affected by Bankruptcy

Bankruptcy is a condition whereas a debtor, either voluntarily or invoked by a creditor, is judged legally insolvent, and the debtor's remaining property is administered and distributed to his/her creditors.

The AUs' resources are included or excluded depending on their accessibility and the AUs' ability to liquidate the resource and retain the proceeds.

Countable Resources

Only those resources that are available to the AU at the time that eligibility is being determined are counted.

[Chart 3405.1 Types of Resources](#), indicates whether a specific resource is included or excluded in the eligibility determination.

Do not count as a resource income that has been included in the SNAP budget for that month.

Excluded income that is retained as a resource is counted as a resource.

Resources with Significant Return

The entire value of a resource is excluded if the AU is not able to sell it for any significant return. Significant return is defined as any return, after estimated costs of sale or disposition, taking into

account the ownership interest of the household, that is estimated to be more than \$1,500.

i This exclusion does not apply to stocks, bonds, and negotiable financial instruments.

Commingled Resources

Excluded resources may be commingled with countable resources. If so, the excluded resource retains its exclusion for six months from the date the resources were commingled. After six months, the commingled assets are counted in their entirety.

Conversion of Resources

If an excluded resource is converted to a countable resource, the value of the resource is applied to the resource limit in the month the resource is converted.

i Proceeds from the sale of capital goods are considered income. Refer to [Chart 3420.2, Types of Income](#).

If a countable resource is converted to cash, the value of the cash is countable toward the resource limit.

i The resource must be sold for Fair Market Value (FMV) or the AU may be subject to disqualification under the transfer of resources policy.

Transfer of Resources

A transfer of resources for the purpose of this policy includes selling, swapping, trading, or giving away a countable resource for less than the FMV.

A transfer of resources knowingly for the purpose of becoming or remaining eligible for benefits can result in disqualification of the entire AU.

The transfer of resources policy applies to all AU members, including lawbreakers and ineligible, sanctioned, or disqualified members whose resources are considered in the eligibility determination.

A disqualification penalty is applied to the AU if any resource is transferred at the following times:

- during the three months immediately preceding the date of application
- any time during the certification period.

The disqualification penalty begins with the date the Eligibility Worker (EW) discovers the AU has transferred resources to qualify for benefits. Determine the begin date for the disqualification penalty as follows:

| IF | THEN |
|---|---|
| The EW discovers the AU has transferred resources at initial application, | The disqualification period begins with the month of application. |

| IF | THEN |
|--|---|
| The EW discovers the AU has transferred resources during the certification period, | The disqualification begins with the month following the month the timely notice period expires. A notice is sent to the AU explaining the reason for and the period of the disqualification. |

A disqualification is not applied if the transfer meets one of the following criteria:

- The total amount of countable and transferred resources does not exceed the applicable resource limit for the AU.

OR

- The resource was sold or traded at or near Fair Market Value.

OR

- The transfer occurred between SNAP AU members, including ineligible or disqualified members.

OR

- The resource was transferred for reasons other than qualifying for SNAP such as establishing an educational trust fund or paying off bills.

Determining the Disqualification Period for Transfer of Resources

Follow the steps below to determine the length of a disqualification period resulting from a transfer of resources:

Step 1 Add the value of the transferred resource to other countable resources.

Step 2 Subtract the appropriate resource limit.

Step 3 Use the excess amount to determine the length of disqualification as follows:

| Amount transferred in excess of the resource limit | Period of disqualification |
|--|----------------------------|
| \$0 - \$249.99 | 1 month |
| \$250 - \$999.99 | 3 months |
| \$1000 - \$2999.99 | 6 months |
| \$3000 - \$4999.99 | 9 months |
| \$5000 and up | 12 months |

Step 4 Notify the AU of the disqualification, the time period it covers, and when the AU may reapply for benefits.

Value of a Resource

The value of a resource is determined by using one of the following:

- cash value (CV)
- fair market value (FMV)
- equity value (EV)

Cash Value

Cash value is the amount available to the AU if the resource is converted to U.S. funds. In some cases, a penalty may be applied for early withdrawal of funds. The amount of the penalty is deducted from the value of the resource to determine the cash value available to the AU.

Fair Market Value

Fair market value is the amount that the item can sell for on the open market in the geographic area involved.

Equity Value

Equity value is the FMV less legal debt or encumbrances.

Verification of Debt or Encumbrances

The AU's statement may serve as proof of legal debt or encumbrances if it is clear, consistent, and concise. The AU's statement must identify the property and contain the current payoff amount. If the AU's statement is questionable, obtain third party verification.

Determining the Value of Resources

The most current available information is used to verify the value of a resource in determining eligibility.

Sources which may be used to determine value include the following:

- bank record
- deeds
- property records
- tax records
- insurance policies
- stock quotes in newspapers
- statements from individuals in a position to verify the value of a resource

 This list is NOT all-inclusive.

Determining Appreciation/Depreciation

The appreciation or depreciation of a non-liquid resource is considered in determining the resource value.

Procedures

Follow the steps below to determine whether or not the AU meets the resource limit.

Determining Eligibility on Resources

- Step 1** Determine whose resources must be considered.
- Step 2** Determine if the resources are available to the AU.
- Step 3** Determine if the resource must be counted.
- Step 4** Calculate the total countable resources.

If the total countable resources are less than or equal to the resource limit, approve or continue benefits.

If the total countable resources exceed the resource limit, deny, or terminate benefits.

Verification

Third party verification of liquid resources is required when the value of the countable resources exceeds 75% of the applicable resource limit.

Acceptable forms of verification include bank statements and online bank statements (received within the last 30 days), check stubs, written statements, or current documentation on a Financial Institution's letterhead/stationary, etc.

Liquid and non-liquid resources owned by a TANF or SSI recipient, a household receiving TCOS services and any resources that are **excluded** by policy in the SNAP budget have no verification requirement.

For all other countable resources, accept the AU member's statement of type and value provided it is less than 75% of the resource limit unless the information provided conflicts with other information available to the agency.




The chart below lists resources alphabetically and provides the following information:



- source/type of resource
- description of the resource
- whether the resource is liquid or non-liquid
- the value to consider: cash value (CV), equity value (EV) or fair market value (FMV)
- whether the resource is included (I) or excluded (E) in the eligibility determination




When the resource is excluded, the liquid/non-liquid indication may be omitted in the chart below.



CHART 3405.1 TYPES OF RESOURCES

| SOURCE / TYPE | DESCRIPTION / VALUE TO CONSIDER | I / E |
|---|---|-------|
| Achieving a Better Life Experience (ABLE) / STABLE Accounts Liquid | A tax-advantaged savings account to which contributions can be made to meet the qualified disability expenses of the owner or designated beneficiary | E |
| AGENT ORANGE PAYMENTS Liquid | Money retained from a payment made to a Vietnam Veteran who was exposed to Agent Orange and to surviving spouse and children of a deceased Vietnam Veteran exposed to Agent Orange. | E |
| ANNUITIES (Supplemental Retirement Plans) Liquid | An investment plan. It can be established as a supplemental retirement plan through an insurance company or other investment source.  Exclude if termination of employment or retirement is required for access and employment continues. If employment ends and the funds are accessible to the AU, count as income in the SNAP budget.  If recurring payments are made from the annuity, refer to Section 3420, Income. Count CV. | I |
| BONDS Liquid | Government-issued interest-bearing certificates redeemable on a specific date such as U.S. savings bonds, municipal bonds, etc. Count CV. | I |
| BURIAL CONTRACTS AND BURIAL INSURANCE Liquid | Prepaid contracts to cover funeral expenses or an insurance policy specifically designed for burial.  The funeral home is usually named as the beneficiary of the insurance policy. If not accessible, totally exclude. | E |
| BURIAL PLOTS Non-Liquid | One burial plot per AU member Use EV for each additional plot and count toward the resource limit. | E |
| CASH Liquid | Money on hand Count cash value less any money considered income in that month. Use CV. | I |
| CASH BALANCE PLAN IRS Code 401(a) Liquid | Employer based “hybrid” plan that combines features of a defined benefit and defined contribution plans. The person may be allocated an account, but the account balance accrues at a specified rate. The account does not depend on investment performance. | E |
| CERTIFICATES OF DEPOSIT (CD) Liquid | Certificate representing a specific sum on deposit with a financial institution which accrues interest over a set period of time less any penalties for early withdrawal Use CV. | I |



| SOURCE / TYPE | DESCRIPTION / VALUE TO CONSIDER | I / E |
|--|--|-------|
| CHECKING ACCOUNTS Liquid | An account on which checks, ATM withdrawals, etc. may be written against amounts on deposit Use CV less any money considered income in that month.  Refer to, Jointly Owned Resources, in this section. | I |
| COINCOLLECTIONS Liquid | A collection of coins. Use the face value of the coin collection as the cash value. | I |
| COMMINGLED FUNDS | Refer to Commingled Funds. | I |
| CREDIT UNION ACCOUNTS Liquid | Money on deposit with a cooperative organization with the functions of a bank. Use CV less any money considered income in that month. | I |
| CRIME VICTIM COMPENSATION PROGRAM Liquid | Money retained from payment through federal or federally funded state or local programs that cover costs incurred by victims of crime. | E |
| CROWD FUNDING ACCOUNTS Liquid | An online platform that allows individual donors to fund specific campaigns for charity, individuals in need, projects, and business ventures. Ex: GoFundMe, Kickstarter, Indiegogo. The funds are counted as liquid resources at the point they become accessible to the AU. | I |
| DEFERRED COMPENSATION PLANS Liquid | Funds held in a salary reduction retirement place. The funds are excluded as long as they remain in the plan.  If the funds are withdrawn then, the withdrawal amounts may be counted as countable resource or income. For income, refer to RETIREMENT OR PENSION in Section 3420, Income. | E |
| DISASTER RELIEF ACT OF 1974 AND EMERGENCY ASSISTANCE ACT OF 1988 Liquid | Any governmental (federal, state, local) payments which are designated for the restoration of a home damaged in a major disaster or natural catastrophe. This includes governmental payments to save lives, protect property and public health and safety or to lessen or avert the threat of a catastrophe or major disaster. Includes loans and grants from the Federal Emergency Management Assistance (FEMA), payments made by the Department of Housing and Urban Development, disaster loans, family grant programs, and grants made by the Small Business Administration as a result of disasters. | E |

| SOURCE / TYPE | DESCRIPTION / VALUE TO CONSIDER | I / E |
|--|--|--------|
| EARNED INCOME TAX CREDIT (EITC) Liquid | <p>Tax credit that is received in one of the following ways:</p> <ul style="list-style-type: none"> • advanced payments - tax credits received as part of the regular paycheck • non-recurring lump sum - tax credits received in the form of an income tax refund <p>*If the AU member received SNAP benefits at the time of receipt and continued to receive benefits for a 12-month period, exclude the EITC for 12 months from the month of receipt. Include any remainder as a resource in the 13th month after receipt.</p> <p>If the AU did not receive SNAP benefits at the time of receipt, exclude the money in the month of receipt and the following month for the individual and the individual's spouse.</p> | E |
| EMPLOYEE STOCK OWNERSHIP PLAN IRS Section Code 401(a) Liquid | An organized plan for employees to buy shares of their company's stock. Distributed benefits must be offered in the form of the company's stock. | E |
| EMPLOYMENT INTERVENTION SERVICE Liquid | Lump sum payment used as short-term assistance that is equivalent to four times the maximum TANF grant amount for the AU size. | E |
| EDUCATION ACCOUNTS Liquid | <p>A Section 529 account is an education savings plan account operated by a state or educational institution designed to help families set aside funds to pay for future college costs.</p> <p>A Coverdell education savings account is a savings account that allows parents, grandparents, and others to contribute cumulatively for the education expenses of a child. Contributions are not tax-deductible, but withdrawals are.</p> | E |
| ENERGY ASSISTANCE OTHER THAN LIHEAP Liquid | <p>Monies retained from payments or allowances made under any federal, state, or local law for the purpose of energy assistance.</p> <p>Federal or State one-time assistance for weatherization or emergency repair or replacement of heating or cooling devices.</p> | E I |
| FEDERAL THRIFT SAVINGS PLAN (Section 8439 of Titles 5 USC) Liquid | A retirement savings and investment plan offered by the federal government to its employees. | E |
| GRANDPARENTS RAISING GRANDCHILDREN INTERVENTION SERVICES Liquid | <p>TANF lump sum payment in the amount of three times the eligible grant amount for the AU size.</p> <p>This payment is used to help pay for the cost of emergent needs incurred by the grandparents when the children come to live with them.</p> | E |
| HOME PLACE Non-Liquid | <p>The home and surrounding land occupied by the AU, if not separated by intervening property owned by others.</p> <p>A lot/partially built home that the AU owns, or a lot being purchased on which to build or place a permanent home place, provided the AU does not own another home place. Refer to Section 3415, Real Property, for additional information.</p> | E |

| SOURCE / TYPE | DESCRIPTION / VALUE TO CONSIDER | I / E |
|---|--|-------|
| HOUSEHOLD/ PERSONAL GOODS Non-Liquid | Household and personal effects or other belongings such as furniture, appliances, clothing, personal items, or items required because of a disability. | E |
| HOUSEHOLD ITEMS OF UNUSUAL VALUE Non-Liquid | Items such as expensive silver, jewelry, stamps, guns, or other such collections. | E |
| INCOME TAX REFUND Liquid | <p>Monetary refunds paid to taxpayers from the state or federal government.</p> <p>Count the total amount of the refund if the household does not meet categorical eligibility criteria. Refer to Section 3210, Categorically Eligible Households.</p> <p>If the refund is a check for a jointly filed tax return, refer to Jointly Owned Resources in this section.</p> <p>If any portion of the refund includes EITC, refer to the Earned Income Tax Credit (EITC) in this section.</p> | I |
| INDIAN/ALASKAN NATIVE PAYMENTS Liquid | <p>Payments to Native Americans based on federal statutes.</p> <p>Examples of these statutes include but are not limited to the following:</p> <ul style="list-style-type: none"> • Alaska Native Claims Settlement Act • Sac and Fox Indian Claims • Indian Tribal Payments under PL 94-114, Section 6 • Grand River Band of Ottawa Tribal payments under PL 94-540 • Public Law to the Confederated Tribes and Bands of the Yakima Indian and Apache Tribe of the Mescalero • Payments made under the Maine Indian Claims Settlement Act of 1980 • Navajo or Hopi Indian pursuant to PL 93-531 • Indian Child Welfare, Public Law 95-608 | E |
| INDIVIDUAL DEVELOPMENT ACCOUNT (IDA) Liquid | An account established by or on behalf of a TANF A/R for post-secondary educational expenses, first purchase of a home or to start a new business. Exclude funds up to \$5000, including funds withdrawn and used for the stated purpose. | E |
| | At the point the owner of the IDA is no longer a TANF recipient, the IDA becomes a countable resource. | I |
| INDIVIDUAL RETIREMENT ACCOUNT (IRA) (IRS Code Section 408) Liquid | <p>An investment account or annuity in which a person can set aside income up to a specified amount each year and usually deduct the contributions from taxable income, with the contributions and interest being tax-deferred until retirement. The account is controlled by an individual rather than an employer.</p> <p> If the plan is owned by more than one person, refer to Jointly Owned Resources in this section.</p> | E |

| SOURCE / TYPE | DESCRIPTION / VALUE TO CONSIDER | I / E |
|--|---|-------|
| INDIVIDUAL RETIREMENT ACCOUNT (IRA) ROTH/MyRA (IRS Code Section 408A) Liquid | An investment account or annuity in which a person can set aside income each year but usually cannot deduct the contributions from taxable income. | E |
| INDIVIDUAL RETIREMENT ACCOUNT (IRA) SIMPLE RETIREMENT ACCOUNT IRS Code Section 408(p) Liquid | A plan that gives small employers a simplified method to make contributions toward their employees' retirement and their own retirement. Employees may choose to make salary reduction contributions and the employer makes matching or non-elective contributions. All contributions are made directly to an Individual Retirement Account or Individual Retirement Annuity (IRA) set up for each employee. This type of plan is available only to small businesses. | E |
| INSTALLMENT CONTRACTS / AGREEMENTS (for sale of land or buildings) Non-Liquid | A written agreement with specific stipulations for the sale of land or buildings, and the contract/agreement produces income consistent with its FMV  The property sold under the contract or held as security in exchange for a purchase price consistent with the FMV of that property is also excluded. | E |
| KEOGH PLAN IRS Code Section 401(a) Liquid | A tax-deferred pension plan for employees of unincorporated businesses or for self-employed persons. Consider the total CV of the funds in the retirement plan, minus the early withdrawal penalty. | E |
| KEOGH PLAN (owned with others) IRS Code Section 401(a) Liquid | A retirement plan. If the plan contains a contractual agreement with an individual whose resources are not considered in determining eligibility, the funds are considered inaccessible to the AU. | E |
| LIFE INSURANCE Liquid | Insurance policy which pays a beneficiary on the death of an individual | E |
| LIFE INTEREST Non-Liquid | Property that an individual has a right to use but not dispose of during his/her life Consider any income received from the property. | E |
| LIVESTOCK Non-Liquid | Animals owned for the following purposes: <ul style="list-style-type: none"> • raised solely for purposes of feeding AU members • producing income that is consistent with its FMV • used to assist disabled individual | E |
| | <ul style="list-style-type: none"> • not producing income consistent with FMV • used for recreational purposes and no income is derived • Count EV  Refer to the policy at the beginning of this section for treatment of non-liquid resources owned by categorically eligible households. | E |


| SOURCE / TYPE | DESCRIPTION / VALUE TO CONSIDER | I / E |
|--|--|-------|
| LOANS FROM OTHERS Liquid | Money received by the AU that the AU has an obligation to repay | E |
| LOANS TO OTHERS (NOTES RECEIVABLE) Liquid | Monies loaned to persons outside the AU where a repayment agreement exists Count CV of any money owed to the AU. | I |
| LOTTERY WINNINGS, GAMBLING WINNINGS, PRIZES, AWARDS AND/OR WINDFALLS Liquid | A sum of money received as a result of a winning ticket or receiving other monetary gains in a game of chance. Budget as income in the first ongoing month after receipt and as a resource ongoing. | I |
| LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) PAYMENT Liquid | Payments for home energy provided to, or indirectly on behalf, of an AU | E |
| LUMP SUM PAYMENTS Liquid | Money retained as a result of a lump sum that is not expected to recur, i.e. rebates, retroactive or corrective payments for prior months, insurance settlements, federal or state tax refunds Count cash value. AUs ineligible because of a lump sum must be given an opportunity to update the current resource amount. | I |
| LUMP SUM/SSI BACK PAYMENTS Liquid | Money retained for payment of previous SSI benefits owed and paid to an individual who is currently receiving SSI. | E |
| | Payment for previous SSI benefits owed and paid to an individual who is no longer receiving SSI | I |
| | Paid in installments. Refer to Chart 3420.2, Types of Income. | E |
| MONEY PURCHASE PENSION PLAN Liquid | A retirement plan in which a fixed amount or percentage of money is set aside each year by a company for the benefit of the employee. Restrictions apply as to when and how the funds may be withdrawn without penalties. | E |
| NON-HOME PROPERTY Non-Liquid | Buildings and lands which are owned by the AU and not considered part of the home place See Section 3415, Real Property. | E |
| PASS ACCOUNT (Plan to Achieve Self-Sufficiency) Liquid | Money deposited in a bank account to be used for an SSI individual in a plan for self-sufficiency approved by the SSA  The interest earned from a PASS account is disregarded as income. | E |

| SOURCE / TYPE | DESCRIPTION / VALUE TO CONSIDER | I / E |
|---|---|-------|
| PENSION/RETIREMENT PLANS Liquid | <p>A retirement plan provided by an employer. The funds in the plan are excluded as resources by the Food and Nutrition Act of 2008, as amended by Farm Bill 2008.</p> <p>Plans include 401(a) plans, 401 (k) plans, 403 (a), 403 (b), 408, 408 (k), 408(p), 408(A), 457(b) plans, 501(c) (18) plans, and the Federal Thrift Savings Plan.</p> <p> If the funds are withdrawn, the withdrawal amounts may be considered countable resources or income. For policy regarding income, refer to PENSION OR RETIREMENT income in Section 3420, Income.</p> | E |
| PROFIT-SHARING PLAN IRS Code Section 401 (a) | <p>A retirement plan in which the contributions are made solely by the employer. Employer contributions may, but need not be linked to profits. Employees get a share of the company's profits.</p> | E |
| PUBLIC LAW 103-286 Liquid | <p>Money retained from payments to individuals received as a result of their status as victims of Nazi persecution</p> | E |
| REAL PROPERTY Non-Liquid | <p>Refer to Section 3415, Real Property.</p> | E |
| RENTAL PROPERTY Non-Liquid | <p>Real property rented to others which annually produces income consistent with FMV</p> <p>Refer to Section 3425, Income, for Treatment of Income from Rental Property.</p> | E |
| | <p>Real property rented to others that does not annually produce income consistent with FMV, consider EV.</p> <p> Refer to policy at the beginning of this section for treatment of non-liquid resources owned by categorically eligible households.</p> | E |
| RESOURCES OF AN SSI or TANF RECIPIENT Liquid | <p>An SSI recipient is a person who:</p> <ul style="list-style-type: none"> • has been approved to receive benefits • receives benefits • is approved for or receives benefits but the benefits are suspended, being recouped because of an overpayment, or not paid because the amount is less than the maximum issuance amount. | E |
| | <p>A TANF recipient is a person who:</p> <ul style="list-style-type: none"> • has been approved to receive benefits • receives benefits, • is approved for/receives benefits but benefits are suspended, being recouped, or not paid because the amount is less than the minimum issuance amount. | E |
| SAFE DEPOSIT BOX Liquid | <p>Secure storage in a bank or other institution where money and other valuables may be deposited</p> <p>Obtain a list of items that are in the box from the A/R. Count CV unless otherwise excluded.</p> | I |

| SOURCE / TYPE | DESCRIPTION / VALUE TO CONSIDER | I / E |
|---|--|--------|
| SAVINGS ACCOUNTS Liquid | Monies held in a financial institution in an interest-bearing account Count CV | I |
| SECURITY DEPOSIT ON RENTAL PROPERTY OR UTILITIES Liquid | Cash held by the provider and not accessible to the AU Cash returned to AU. It is counted in the month received | E I |
| SIMPLE 401(k) PLAN IRS Code Section 401(a) Liquid | A qualified plan established by small businesses as a cost-efficient way to offer retirement benefits to their employees. This type of 401(k) plan is available to employers with 100 or fewer employees. | E |
| 401(k) PLAN IRS Code Section 401(a) Liquid | A qualified plan established by employers in which eligible employees may make salary reduction contributions on a post-tax or pretax basis. | E |
| ROTH IRA Section 408A | A retirement plan in which contributions are made with after tax dollars and are not tax deductible. | E |
| 403(a) PLAN IRS Code Section 403(a) Liquid | A retirement plan available for any profit and non-profit employer. For defined contribution plans funded with annuities, these plans are usually funded solely with employer contributions. | E |
| 403(b) PLAN IRS Code Section 403(b) Liquid | A retirement plan available for non-profit organizations such as universities, some charitable organizations, and self-employed ministers. | E |
| SIMPLIFIED EMPLOYEE PENSION PLAN (SEP) IRS Code Section 408(k) Liquid | A plan that allows a business to make contributions to a retirement plan for employees. A SEP agreement is adopted by the company and contributions are made directly to a traditional individual retirement account (IRA) or a traditional individual retirement annuity (SEP-IRA) set up for each employee. Employers can deduct the amount of contributions made on behalf of employees from their taxes. | E |
| 457(b) PLAN IRS Code Section 457(b) Liquid | A funded plan offered by state and local governments or an unfunded plan offered by non-profit organizations | E |
| 501(c) 18 PLAN IRS Code Section 501(c) 18 Liquid | A retirement plan for union members consisting of employee contributions to certain trusts, which had to be established by June 1959. | E |
| SPENDING ACCOUNT Liquid | Funds which are held in an account to pay certain expenses such as childcare or medical expenses | E |

| SOURCE / TYPE | DESCRIPTION / VALUE TO CONSIDER | I / E |
|---|---|-------|
| STOCKS Liquid | A certificate which verifies ownership of shares in a company. Consider CV. Count the value of stock at the time of the interview by verifying with the newspaper or a broker. | I |
| TRADITIONAL DEFINED BENEFIT PLAN IRS Code Section 401 Liquid | An employer-based retirement plan that promises retirees a certain benefit upon retirement, regardless of investment performance. | E |
| TRUSTS Liquid | Any funds in a trust or transferred to a trust and the income produced by that trust. | I |
| | If the: | |
| | • trust arrangement can be revoked by an AU member | |
| | • beneficiaries name can be changed during the certification period | I |
| | • trust arrangement can cease during the certification period | I |
| | • trustee administering the fund is a court, an institution, corporation, or organization which is not under the direction or ownership of any AU member | E |
| | • trustee appointed by the court has court-imposed limitations placed on the funds | E |
| • trust investments made on behalf of the trust do not directly involve or assist any business or corporation under the control, direction, or influence of an AU member. | E | |
| | Refer to Accessibility of Resources in this section. | |
| UNIFORM RELOCATION ASSISTANCE AND REAL PROPERTY ACQUISITION Liquid | Reimbursements received under Public Law P.L. 91-646, Section 210 | E |
| VEHICLES Non-Liquid | Vehicles are not countable resources. | E |
| WOMEN INFANTS & CHILDREN (WIC) SPECIAL SUPPLEMENTAL FOOD PROGRAM Non-Liquid | Vouchers which are redeemable for food items received by certain women and children considered to be nutritionally high risk. | E |

3415 Real Property

| | | | |
|---|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Real Property | |
| | Effective Date: | November 2019 | |
| | Chapter: | 3400 | Policy Number: |
| Previous Policy Number(s): | MT-10 | Updated or Reviewed in MT: | MT-57 |

Requirements

Property in the form of land and buildings is considered in determining the amount of resources to apply toward the resource limit.

Basic Considerations

Property is generally categorized as one of the following:

- Homeplace
- non-income producing property
- income producing property

Homeplace

The home and surrounding property and outbuildings attached to the home are exempt from consideration as a resource.

To be considered a part of the homeplace, surrounding property cannot be separated by property owned by others.

If the A/R possesses a deed to the homeplace and s/he and another individual jointly own the land contiguous to the property, the contiguous property shall not be considered part of the homeplace.

Public rights of way, such as roads that run through the property do not affect the exemption. The description of the property as contained in the deed shall be considered the homeplace.

The original homeplace may have been added to by purchase of land contiguous to the homeplace and more than one deed may exist. These will be considered the homeplace provided all deeds are in the name of the A/R or the A/R's spouse.

Only one homeplace is exempt.

Buildings on the property such as stores or other houses that are not clearly part of the home and its outbuildings must be counted as a resource.

The homeplace remains exempt when temporarily unoccupied for the following reasons if the AU intends to return:

- employment

- training
- illness
- vacation
- uninhabitability caused by casualty or natural disaster.

Real Property Other Than a Homeplace

If an AU currently does not own a home, the value of a lot purchased to build a home is excluded. A partially built home is also excluded if the AU currently does not own a home.

Real property includes the following:

- land
- lots
- trees on land
- all buildings which would pass to a buyer if the land or lots were sold
- mobile homes, whether occupied or unoccupied.

Value the property at equity value, fair market value less indebtedness.

Indebtedness is the total amount of debt that remains to be paid or the payoff amount.

Refer to [3405 Resources](#) for policy regarding verification of indebtedness.

Sale of Real Property

If property is excluded, the proceeds are excluded during the month of sale. Any proceeds remaining the month following sale are a resource.

If the property is counted as a resource, consider in the month of sale the income. Any proceeds remaining the month following the sale are a resource.

Good Faith Effort to Sell

Exempt from consideration as a resource. Any real property that the AU is making a good faith effort to sell at a reasonable price is exempt from consideration as a resource.

Good faith effort is defined as follows:

- actual sale attempt at a price not more than current market value and listing with a realtor or appropriate advertising such as newspaper, radio, etc.
- any bona fide offer must be accepted.

Property Related to Maintenance of an Excluded Vehicle

Exclude from consideration as a resource the value of that portion of real property that is directly related to the maintenance or use of a vehicle.

Exclude only the property or portion of property determined necessary for the maintenance and use of an income producing vehicle or a vehicle used to transport a physically disabled AU member.

Property Declared Unmarketable

Exclude from consideration as a resource property declared unmarketable by a competent authority.

Obtain verification of the reason the minimum price is not available from a competent authority.

Income Producing Property

Use the following definitions of income producing property:

- property which annually produces income consistent with its fair market value (FMV), even if only used on a seasonal basis.
- property, such as rental homes and farmland, which is essential to the employment or self-employment of a household member annually produces income consistent with FMV.
- rental homes which are used by households for vacation purposes at some time during the year which annually produce income consistent with their fair market value.
- installment contracts for the sale of land or buildings if the contract or agreement produces income consistent with its fair market value. The value of the property sold under contract or held as security in exchange for a purchase price consistent with the fair market value of the property is also excluded.

Do not count income-producing property as a resource but count the income. Refer to [3420 Income](#).

Producing Income Consistent with FMV

Determine if real property meets the definition of producing income consistent with the FMV as follows:

- Step 1** Obtain verification from a reliable source to determine the average rate of return on a resource, as follows:
- the amount similar property would be leased for in the area for a similar purpose.
 - the amount a similar resource would be expected to earn over a specific period of time.
- Step 2** Obtain the AU's records of the income the resource earned in the last year.

Step 3 Compare the amount the AU's resource earned to the amount a similar resource is expected to earn.

If the AU's resource produces income equal to or exceeding the similar resource, it is considered to be consistent with the FMV.


If not, the resource is not considered income producing. Therefore, the resource is a countable resource.

Use the following chart below to determine the resource treatment of specific types of real property.

CHART 3415.1 - REAL PROPERTY

| TYPE OF REAL PROPERTY | FS TREATMENT |
|---|-----------------------------------|
| Homeplace - home and its outbuildings, and all surrounding property attached to the home. Only one home and its outbuildings are exempt. Other buildings and homes on the property are treated as property other than the homeplace. | Exempt the value of the property. |
| Home and surrounding property when unoccupied because of employment, training for employment, illness, vacations, uninhabitability caused by a casualty or natural disaster as long as the AU intends to return. | Exempt the value of the property. |
| Land purchased to build a home and the AU does not currently own a home. | Exempt the value of the property. |
| Land purchased to build a home and the AU currently owns a home. | Count the equity. |
| Property other than a homeplace which is not used as income producing property. | Count the equity. |
| Property other than a homeplace which produces income consistent with its FMV. | Exempt the value of the property. |
| Property that the AU is making a good faith effort to sell at a reasonable price. Verify that the AU has advertised the property for sale and has not declined a reasonable offer. | Exempt the value of the property. |

3420 Income

|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|---|--|-----------|-----------------------------------|-------|
| | Policy Title: | Income | | |
| | Effective Date: | July 2024 | | |
| | Chapter: | 3400 | Policy Number: | 3420 |
| | Previous Policy Number(s): | MT-77 | Updated or Reviewed in MT: | MT-78 |

Requirements

All money received from any source by the assistance unit (AU) is considered in determining eligibility and the benefit level.

Basic Considerations

Money received is considered to be one of the following:

- Earned – money received from wages, salaries, or commissions in exchange for services rendered.
- Unearned – money received from any source other than those listed above.

Eligibility based on income is determined by resolving the following series of questions:

- What is the income limit for the AU?
- Whose income is considered?
- What is the source of the income?
- Is the income available to the AU to meet its needs?
- Is the income included or excluded?
- How often is the income received?

Income to be Considered

The countable income of the following individuals is considered when determining eligibility:

- eligible AU members
- disqualified individuals
- deemed income of sponsors of aliens
- ineligible aliens
- lawbreakers
- ineligible Able-Bodied Adults Without Dependents (ABAWDs)
- enumeration sanctioned individuals
- work-sanctioned individuals

Income Limit Sources

The source of the income must be identified to determine if the income is included or excluded. Refer to [Chart 3420.2, Types of Income](#).

Income Limit

The countable income of the AU member is applied to the income limit(s) for the AU size.

 Refer to [3210 Categorical Eligibility](#).

Income Available to the AU

Income is included if it is accessible to the AU for daily use because the AU has the legal ability to use it.

Jointly Received Income

If an AU member receives income jointly with another person or a group of persons, the portion that belongs to the AU member is determined as follows:

- If there is an agreement between the parties that specifies how they will divide the income, this agreement is used to determine the amount of income to consider.
- If there is no agreement, a pro rata share of the income is counted to the member whose income is being considered.

Bankruptcy

Bankruptcy is a condition whereas a debtor, either voluntarily or invoked by a creditor, is judged legally insolvent, and the debtor's remaining debt(s) is administered and distributed to his/her creditors.

Money directed to pay creditors in a bankruptcy is not deducted from gross income in a SNAP budget, unless the income is otherwise exempt by policy.

Garnishment

Garnishment is a condition whereas a debtor has wages/monies withheld by an employer/entity to pay a debt owed to a third party.

Money directed to pay creditors via garnishment is not deducted from gross income in a SNAP budget, unless the income is otherwise exempt by policy. Refer to [Chart 3420.2](#) in this section.

Verification

Verification of income is obtained in the following order:

- The A/R should provide verification from the payment source. If the A/R cannot obtain the verification, the agency must request it directly from the payment source.
- Verification can be obtained from a collateral source, a person who has knowledge of the income, if verification cannot be provided by the payment source.

The statement of the A/R may be accepted if all other attempts to verify income are unsuccessful and the A/R has cooperated with previous attempts to obtain verification.

Means of Verification

Verification of income can be provided in a variety of ways, including:

- Truv (Effective July 1, 2024)
- pay stubs

- award letter
- copy of check reflecting gross income
- written statement from payment source
- computer match
- Form 809 – Verification of Earned Income Form

Note: The Work Number could be used as acceptable verification before July 1, 2024.

Income from a Terminated Source at Application

Terminated income during the application or subsequent months should be verified. The last date of employment, date and amount of final payment, if appropriate, and the reason for separation/termination, is verified if the income is terminated within 30 days of the application date or thereafter. Income terminated prior to the application month may be verified if questionable.

If an eligibility determination cannot be made for the application or intervening months because of insufficient information or verification, but ongoing eligibility can be established, then deny the applicable month/(s) and approve the case ongoing. Document all efforts and attempts made to verify eligibility for these months.


The following chart provides an alphabetic listing of the following:

- source or type of income
- whether the income is earned or unearned
- a description of the income
- whether the income is included (I) or excluded (E) in the SNAP budget.

Chart-3420.2 Types of Income


CHART 3420.2 – TYPES OF INCOME


| SOURCE/TYPE | DESCRIPTION | SNAP |
|---|--|-------------|
| ADOPTION ASSISTANCE (TITLE IV-E AND STATE) | UNEARNED-Payment received for the adoption of certain children. | I |
| ADVANCE PAYMENT | UNEARNED-A payment received for future expenses that does not represent a gain to the AU. | E |
| | EARNED-A prepayment of wages or salaries. | I |
| AGENT ORANGE PAYMENT | UNEARNED-A payment made to a Vietnam Veteran who was exposed to Agent Orange. The payment is made to the surviving spouse and/or children of a deceased Vietnam Veteran who was exposed to Agent Orange. | E |
| ALASKA NATIVE CLAIM | UNEARNED-A payment made under the Alaska Native Claims Settlement Act. | E |
| ALIMONY | UNEARNED-A court-ordered payment from an estranged spouse or former spouse to the other spouse. Refer to Vendor Payments in this chart. | I |


| SOURCE/TYPE | DESCRIPTION | SNAP |
|---|--|------|
| AMERICORPS | Income from the AMERICORPS Network of programs, which encompasses AMERICORPS USA, AMERICORPS VISTA, and AMERICORPS NCCC. | E |
| | EARNED INCOME - Living Allowance Stipend | |
| | EARNED INCOME - On-The-Job Training | E |
| | <ul style="list-style-type: none"> • Children under age 19 | |
| | <ul style="list-style-type: none"> • Adults age 19 & up | I |
| | <i>Childcare allowance</i> - Payments are exempt to the extent that the funds are not a gain or benefit to the AU. | E |
| | <i>Basic health insurance policy</i> | E |
| | <i>Auxiliary Aid & Service To Individuals With Disabilities</i> | E |
| | <i>Educational Money</i> | E |
| ANNUITY | UNEARNED-A recurring payment received from an investment plan. | I |
| BLACK LUNG BENEFITS | UNEARNED-Benefits paid to miners and their survivors under the provisions of the Federal Mine Safety and Health Act. | I |
| BLOOD (sale of) | EARNED-Money received from the sale of blood. | I |
| BOARDER INCOME | EARNED-Direct payments for food and shelter, less the cost of doing business. Refer to 3205 Assistance Units for treatment of boarders.  Refer to 3425 Self-Employment Income . | I |
| BONUS | EARNED-Wages paid in addition to the usual or expected wages. Refer to Wages in this chart. | I |
| CAFETERIA/SECTION 125 PLANS | EARNED or UNEARNED-Credits made available to an individual to buy health insurance, life insurance, leave, spending accounts, Dual Special Needs Plans (D-SNP), flex cards or other benefits also known as flexible benefits plans. The individual cannot elect to receive cash for the credits. | E |
| CAPITAL GAINS | EARNED or UNEARNED-Profits gained from the sale of capital assets. Capital assets are resources, such as real estate, stocks, securities, and equipment that are typically held for long periods of time. A capital gain is realized when the asset sold has appreciated in value from the original purchase price. Refer to 3425 Self-Employment Income . | I |
| CHARITABLE DONATIONS FROM PRIVATE, NON-PROFIT ORGANIZATIONS (NOT STATE OR FEDERALLY FUNDED) | UNEARNED-Charitable donations paid to the AU that total \$300 or less in a federal fiscal quarter. | E |
| | UNEARNED-Donations given to the AU exceeding \$300 in a federal fiscal quarter. | I |
| CHARITABLE DONATIONS FROM FEDERALLY OR STATE FUNDED ORGANIZATIONS | UNEARNED-Donations paid to the AU from organizations receiving state or federal funds. For example: Salvation Army, United Way, Catholic Charities, and Lutheran Social Services Agencies. | I |


| SOURCE/TYPE | DESCRIPTION | SNAP |
|---|---|------|
| CHILDCARE ATTENDANT | <p>EARNED-Income received for providing childcare services.</p> <p>If the attendant has a self-employment business and provides childcare services in his/her home or place of residence, treat the income as self-employment income.</p> <p>If the attendant provides services in the home of the child and an employee/employer relationship exists, treat the income as wages. Refer to 3425 Self-Employment Income.</p> | I |
| CHILD NUTRITION PAYMENTS | <p>UNEARNED-The value of meals provided to a child in daycare through the Child Nutrition Amendment of 1978.</p> <p>If the payment is for a child of the childcare provider, budget the entire amount as unearned income.</p> | I |
| | <p>If the payment is for any other child, treat as self-employment income, using the following guidelines:</p> <ul style="list-style-type: none"> • If more than one child is included in the payment, allow each child a prorated share of the total payment. • When determining the cost of doing business, do not exceed the SNAP allotment for one person for each child. | I |
| CHILD NUTRITION SUBSIDY | <p>UNEARNED-Payments made under Title IV of the Social Security Act to a childcare provider on behalf of the AU. These payments include Transitional Child Care, At-Risk block grants, and childcare payments made under Section 5801 of the Social Security Act.</p> | E |
| CHILD SUPPORT | <p>UNEARNED-Income received from a non-custodial parent for the support of his/her children.</p> | I |
| | <p>Payments are made to the AU as follows:</p> <ul style="list-style-type: none"> • from the probation office | I |
| | <ul style="list-style-type: none"> • directly from the non-custodial parent | I |
| | <ul style="list-style-type: none"> • from the Division of Child Support Services (DCSS) <p>Refer to Military Allotment and Vendor Payments in this chart.</p> | I |
| COMMISSION | <p>EARNED-A payment, usually a set fee or percentage, made to an employee for his/her service in facilitating a transaction such as buying or selling goods. A commission may be paid in lieu of or in addition to a regular salary. Refer to Wages in this chart.</p> <p>If the payment is reoccurring, include it when determining representative pay. If not, do not include the pay. Refer to 3605 Prospective Budgeting.</p> | I |
| CONTRACTED EMPLOYMENT INCOME | <p>EARNED-Income received from jobs in which there is a contract or payment agreement. Determine the gross monthly amount by dividing the total amount during the life of the contract by the number of months specified in the contract.</p> <p>Refer to 3605 Prospective Budgeting and 3640 Contract Employment Budgeting.</p> | I |
| CONTRIBUTION (CASH), GIFT, PRIZE, OR REWARD | <p>UNEARNED-Money given to the AU as a gift from individuals or organizations. Refer to Charitable Donations in this chart.</p> | I |

| SOURCE/TYPE | DESCRIPTION | SNAP |
|--|---|------|
| CRIME VICTIM COMPENSATION PROGRAM | UNEARNED-Money paid through federal or federally funded state or local programs that cover costs incurred by victims of crimes. | E |
| DEFERRED COMPENSATION PLAN | UNEARNED-Money paid regularly from a deferred compensation plan. The money is usually available upon the owner's employment retirement or the owner attains a certain age. | I |
| DEEMED INCOME FROM AN ALIEN'S SPONSOR | Refer to 3630 Budget for an AU with Sponsored Aliens . | I |
| DISABILITY PAYMENT | UNEARNED-Money paid to an employee by an insurance company or a source other than the employer. Refer to Sick Pay in this chart. | I |
| DISASTER RELIEF ACT OF 1974 AND EMERGENCY ASSISTANCE ACT OF 1988 | UNEARNED-Funds paid for disaster relief, to save lives, protect property, and for public health and safety because of a major disaster or natural catastrophe. | E |
| | Federal Emergency Management Assistance (FEMA) payments for a major disaster or natural catastrophe. | E |
| | FEMA payments for rent, mortgage, food and utility assistance made to homeless people when there is no major disaster or natural catastrophe. | I |
| DISASTER UNEMPLOYMENT ASSISTANCE | UNEARNED-Unemployment benefits paid to an AU member during a major disaster or catastrophe. Public Law 100-707 authorizes the President under the Robert T. Stafford Disaster Relief and Emergency Assistance Act to pay unemployment assistance to any individual unemployed as a result of a major disaster for the weeks of unemployment for which the individual is not entitled to any other unemployment compensation. | E |
| DIVERTED INCOME | UNEARNED-Income received by a spouse or dependent family member from an individual <u>not</u> in the AU who is in a Nursing Home, Institutionalized Hospice or EDWP (CCSP). | I |
| | NOTE: If the individual is in the home with the person the income is being diverted to, then it is excluded. | E |
| DIVIDEND | UNEARNED-A share of company profits received by a policyholder or shareholder. Divide the amount of income anticipated to be received during the certification period by the number of months in the certification period. Count the prorated amount in each month of the certification period. Accept the A/R's statement as verification for amounts equal to or less than \$10 per month or \$120 per year. | I |
| EARNED INCOME TAX CREDIT (EITC) | EARNED-A special tax credit which reduces the federal tax liability of certain low-income working taxpayers. This tax credit may or may not result in a payment. EITC payments can be received as an advance from an employer or as a refund from the IRS. EITC given as a tax credit (no payment) is not income. Refer to Chart 3405.1, Types of Resources for treatment of EITC received as an income tax refund. | E |

| SOURCE/TYPE | DESCRIPTION | SNAP |
|--|--|------|
| EDUCATIONAL GRANT, LOAN, SCHOLARSHIP, WORK STUDY PROGRAM | UNEARNED-Payments for the educational assistance of an AU member enrolled at a recognized institution of post-secondary education, school for the handicapped, vocational program or a program that provides for completion of a secondary school diploma/degree or GED. Refer to 3245 Students . | E |
| | EARNED-Work study program wages are earnings from a program operated by a secondary or post-secondary school in which the student works and earns money during the year.  Exclusions apply only to monies from an educational source and not to educational payments made from income available to the AU such as earnings, contributions from parents, TANF, etc. | E |
| EMPLOYMENT AND TRAINING (E&T) / EMPLOYMENT SERVICES (ES) FUNDS | UNEARNED or EARNED-Payments made to an AU member for reimbursement of costs that are related to participation in the program. These costs include, but are not limited to, transportation, tuition, registration, education testing fees, equipment, books, required wearing apparel, tools, supplies, and occupational license fees. | E |
| ENERGY ASSISTANCE OTHER THAN LIHEAP | UNEARNED-Payments or allowances made under federal, state or local law for the purpose of assisting the AU with the cost of heating and/or cooling its home. Payments can be one of the following: | E |
| | <ul style="list-style-type: none"> • Federal or state assistance paid only once for weatherization, emergency repair, or replacement of heating or cooling devices. • Energy assistance payments made under a state law. | I |
| ENHANCED RELATIVE RATE (ERR) PAYMENTS | UNEARNED-Payments that provide financial support in assisting relative caregivers with the basic needs of a related child. The child must be in the custody of DFCS and placed with the relative caregiver. If the person for whom the payments are intended is included in the SNAP AU, count the income in the budget. | I |
| FAMILY SUBSISTENCE SUPPLEMENTAL ALLOWANCE (FSSA) | EARNED-Cash benefit up to \$500 to supplement the income of low pay grade military families. Refer to 3430 Military Pay . | I |
| FARM ALLOTMENT | UNEARNED-Payments received from government-sponsored programs, such as Agricultural Stabilization and Conservation Services, which are a gain or a benefit | I |
| FARMING | EARNED-Income received from agricultural labor. Refer to 3425 Self-Employment Income . | I |
| FOSTER CARE PAYMENTS (IV-B, IV-E or Title XX) | UNEARNED-Per diem payments received on behalf of a foster child or foster family. If the person for whom the payments are intended is included in the SNAP AU | I |
| GARNISHMENT | UNEARNED/EARNED-A set amount of wages or monies withheld by an employer/entity to pay a debt owed to a third party. | I |
| GENERAL ASSISTANCE | UNEARNED – Payments received by the AU from county funds administered by a local DFCS Office. | I |


| SOURCE/TYPE | DESCRIPTION | SNAP |
|--|---|------|
| GUARANTEED BASIC INCOME | UNEARNED-A program in which every eligible individual or family would receive a set amount of money regularly based on need. Its purpose is to ensure all people have the means to purchase necessities and improve their quality of life. The program may be funded by private funds or a mixture of public (state or federal) and private funds. *Refer also to Universal Basic Income in this chart. | I |
| HOUSING AND URBAN DEVELOPMENT (HUD) RENTAL SUBSIDY | UNEARNED-Payment received by an AU for rent. Payments are sometimes distributed by the Georgia Residential Financial Authority (GRFA). Payments can be made directly to the AU, by a two-party check or directly to the landlord on behalf of the AU. Refer to Vendor Payments . | E |
| INCOME TAX REFUND | Refer to 3405 Resources . | |
| INDIAN JUDGEMENT GAMBLING PUBLIC LAW 101-277 | UNEARNED-A payment of up to \$2,000 per calendar year per individual made to an American Indian from his/her interest in tribal trusts or restricted lands. | E |
| INDIAN LAND GRANTS | UNEARNED-Payments to Native Americans based on federal statutes. | E |
| INDIVIDUAL DEVELOPMENT ACCOUNT (IDA) AND INTEREST | UNEARNED-Funds withdrawn from an account established by or on behalf of a TANF A/R to pay for post-secondary educational expenses, a first home purchase, or to start up a new business, if the funds are used to pay for a qualified expense. | E |
| | UNEARNED-Interest income accumulated in an IDA account. | E |
| | UNEARNED-Funds withdrawn from an IDA by a non-TANF individual. | I |
| INHERITANCE | UNEARNED-Cash, a right or non-cash item(s) received as a result of someone's death. Consider accessibility. | I |
| |  Until an item or right has a value or is accessible, it is neither income nor a resource. | |
| IN-KIND BENEFIT (SUPPORT AND MAINTENANCE) | UNEARNED-Any gain or benefit, such as food, clothing, or housing, which is not in the form of money payable directly to the AU. | E |
| IN-KIND BENEFIT (IN LIEU OF WAGES) | EARNED-Wages that may include the value of food, clothing, shelter, or other items provided in lieu of cash wages. | E |
| INSURANCE BENEFITS DUE TO LOSS OF INCOME | UNEARNED-Benefits paid from an insurance policy due to loss of income. | I |
| INSTALLMENT CONTRACTS/ AGREEMENTS | EARNED OR UNEARNED-Monies given due to a written agreement with specific stipulations for the sale, rental, or lease of property real or personal. | I |
| INTEREST | UNEARNED-Income received on investments. | I |
| | Divide the amount of interest income anticipated to be received during the certification period by the number of months in the certification period and count the prorated amount in each month of the certification period. | |
| | Accept A/R's statement as verification for amounts equal to or less than \$10 per month or \$120 per year. | |
| | Refer to Individual Development Account and PASS Account in this chart. | |


| SOURCE/TYPE | DESCRIPTION | SNAP |
|--|--|------|
| IRREGULAR UNEARNED INCOME | UNEARNED-Unearned income that is received irregularly is treated as follows: | I |
| | <ul style="list-style-type: none"> income of \$30 or more received in a calendar quarter income of less than \$30 received in a calendar quarter. | E |
| JOB CORPS | UNEARNED-The following types of income received from Job Corps are budgeted as follows: | E |
| | <ul style="list-style-type: none"> Living allowance. | E |
| | <ul style="list-style-type: none"> Readjustment allowance. Payments made to those participating in Job Corps for at least 6 months. The money is placed into an account and paid to the participant upon leaving Job Corps. Allotments. Money sent to a dependent child from the Job Corps participant. This money is an allotment, not child support. | E |
| JURY DUTY | EARNED-Compensation received for serving on a jury. | I |
| LOANS (PERSONAL OR BUSINESS) | UNEARNED-Money received that the borrower must repay to the lender. A written repayment agreement (signed by both parties) is required in order for the money received to be considered a loan. There must be an understanding between both parties that the money is a loan and there must be an accounting of the loan activity/balance. | E |
| LOTTERY WINNINGS, GAMBLING WINNINGS, PRIZES, AWARDS AND/OR WINDFALLS | UNEARNED-A sum of money received as a result of a winning ticket or receiving other monetary gain in a game of chance. Budget as income in the first ongoing month of receipt.  Refer to Lottery Winnings, Gambling Winnings, Prizes, Awards and/or Windfalls in Chart 3405.1, Types of Resources for ongoing budgeting rules | I |
| LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) | UNEARNED-Payments or allowance for home energy provided to, or indirectly on behalf of an AU. | E |
| LUMP SUMS | Refer to Lump Sums in Chart 3405.1, Types of Resources . | E |
| MANAGED INCOME | UNEARNED-Money received and used for the care of a third party who is not a member of the AU. All or any portion of the money used for the care of the third party. | E |
| | All or any portion of the money used by the AU. | I |
| | UNEARNED or EARNED-Money that belongs to the AU that is under the control of a third party in order to pay debts owed by an AU member. | I |
| MEDICARE PREMIUM PAYMENTS | UNEARNED-Payments made by DMA to pay for Medicare premiums on behalf of Medicaid recipients. | E |
| MILITARY ALLOTMENT | UNEARNED-Payments received by an AU or Eligibility Determination Group (EDG) member who is a spouse and/or dependent child of military personnel. Consider the income as child support if it is for a dependent child. Refer to 3430 Military Pay . | I |

| SOURCE/TYPE | DESCRIPTION | SNAP |
|---|--|------|
| MILITARY COMBAT PAY | <p>EARNED-Payments received by a member of the U.S Armed Forces due to deployment to a designated combat zone for the duration of the member’s deployment to or service in the combat zone.</p> <p>Determine if any of the allotment/monies made available to the SNAP AU is combat pay. If yes, exclude as income, that portion of the allotment /money. The additional or special pay may be identified as “incentive pay for hazardous duty” or “special pay for duty” or “special pay for duty subject to hostile fire or imminent danger”. Refer to Section 3430, Military Pay and Family Subsistence Supplemental Allowance.</p> | E |
| MILITARY, NATIONAL GUARD AND RESERVE PAY | EARNED-Payments received by military personnel. Refer to Section 3430, Military Pay and Family Subsistence Supplemental Allowance in this chart. | I |
| MILITARY RETIREMENT | UNEARNED-Income received by military retirees and survivors. Beneficiaries who may be entitled to receive military payments include the retiree, his/her surviving spouse and children. | I |
| MONTGOMERY GI BILL PAYMENTS | <p>UNEARNED-VA payments for individuals enrolled in Active Duty or the Selected Reserve of the Army, Navy, Air Force, Marine Corps, Coast Guard, or Air National Guard for up to 36 months of education assistance.</p> <p> Any portion of funds that come from the individual’s earnings is counted as income.</p> | E |
| NATIONAL EMERGENCY GRANT (DISASTER RELIEF EMPLOYMENT) | UNEARNED-Grants funded by FEMA, used to provide disaster relief employment on projects that provide food, clothing, shelter and other humanitarian assistance for disaster victims. | E |
| NATIONAL FLOOD INSURANCE PAYMENTS (NFIP) | UNEARNED-Payments made for flood mitigation activities under the National Flood Insurance Act of 1968. | E |
| NOISE ABATEMENT PAYMENTS | UNEARNED-A non-recurring payment designated for noise abatement work on a dwelling. | E |
| OVERTIME PAY | EARNED-Extra income paid to employees who work in excess of 40 hours in a week. Refer to Wages in this chart. | I |
| PENSION | UNEARNED-A payment received regularly as a retirement benefit. | I |
| PUBLIC LAW 103-286 | UNEARNED-Payments to individuals received as a result of their status of Nazi persecution. | E |
| REFUGEE CASH ASSISTANCE (RCA) | <p>UNEARNED-Cash payments provided to new entrant refugees, asy-lums, Amerasians, Cubans/Haitians, and victims of human trafficking (or other refugee eligible status) who are ineligible for TANF benefits. Payments are provided to these immigrants for a period, up to 8 months on a one-time basis.</p> <ul style="list-style-type: none"> • ** If the Date of Entry for an individual is on or after 10/1/2021, payments are provided to these immigrants for a period, up to 12 months, from the month the immigrant entered the USA or the month refugee status eligibility started, on a one-time basis. | I |
| REIMBURSEMENT | UNEARNED-Payment for past expenses that do not represent a gain or benefit to the AU. | E |

| SOURCE/TYPE | DESCRIPTION | SNAP |
|---------------------------------------|--|------|
| RELATIVE CARE SUBSIDY | UNEARNED-Monthly per diem paid out of redirected TANF funds for children placed with relatives whose parents have agreed to non-reunification. If the person for whom the payments are intended is included in the AU. | I |
| | If the person for whom the payments are intended is not included in the AU. | E |
| RENTAL INCOME | Money received on property owned by an AU member and rented to others. EARNED-must be engaged in management of property an average of 20 hrs./week. UNEARNED-if not involved in management more than 20 hrs./week. Refer to 3425 Self-Employment Income . | I |
| REPAYMENT FOR OVERPAYMENT OF BENEFITS | UNEARNED-Money withheld from an income source (earned or unearned) or money received from any income source, which is voluntarily or involuntarily returned to repay a previous overpayment received from that source. Do not count the repayment amount. Ex: An AU receives Social Security Administration (SSA) income of \$534/mon. SSA discovers that it overpaid the AU in benefits because the AU failed to report wages. SSA must now withhold \$100/mon from the AU's income to repay an overpayment of benefits. The overpayment amount is excluded as income. \$434 (\$534 - \$100) is counted in the budget. | E |
| | Wages or monies withheld by an employer/entity to pay a debt owed to a third party are garnishments. Money withheld from assistance from another program is included as income. Refer to Garnishments in this section. Ex: An AU receives Social Security Administration (SSA) Income of \$680/mon. SSA discovers that the AU owes the IRS in taxes. SSA must now withhold 80/mon to pay the IRS. This overpayment amount is included as income. \$680 is counted in the budget. <u>Non-Means Tested Income</u> For a non-means-tested program (e.g., RSDI, UCB), do not count the repayment amount. Count the gross minus the repayment amount. <u>Means Tested Income</u> For a means-tested program (e.g., TANF) count the income as follows: <ul style="list-style-type: none"> • if fraud/IPV, count the gross income. • if AU error, count the gross income. • if agency error, do not count the repayment amount. • if the reason for the overpayment is unknown, do not count. Exclude the repayment amount. Document the reason for the overpayment. If the worker is unable to verify the reason through third party verification, document the attempt and exclude the repayment amount. | I |

| SOURCE/TYPE | DESCRIPTION | SNAP |
|--|--|------|
| RESTITUTION FOR WORLD WAR II INTERNMENT OF JAPANESE AMERICANS AND ALEUTS; PL 100-383 | UNEARNED—Payment of \$20,000 made to U.S. citizens of Japanese ancestry and to lawful permanent resident Japanese aliens or their survivors, and to Aleutian Island residents, as a consequence of their evacuation, relocation, and internment during World War II. | E |
| RETIREMENT | UNEARNED—A sum of money paid regularly as a retirement benefit. | I |
| ROOMER | EARNED—Payments received for a room only. Refer to 3425 Self-Employment Income . | I |
| SALARY | EARNED—Fixed compensation for services paid to a person on a regular basis. Most salaries are considered overtime exempt. Refer to Wages in this chart. | I |
| SCHOOL LUNCH PROGRAM | UNEARNED—The cash value of assistance provided to children under the National School Lunch Program, Child Nutrition Act, Special Milk Program, and School Breakfast Program. Refer to Child Nutrition Payments in this chart. | E |
| SELF-EMPLOYMENT | EARNED—Income received from a self-employment enterprise, including rental property, roomers and boarders. Refer to 3425 Self-Employment Income . | I |
| SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM | EARNED—Payments made to individuals aged 55 or older under Title V of the Older Americans Act for part-time employment. Agencies that receive funds for this program include: <ul style="list-style-type: none"> • U.S.D.A. Forest Service/ Forest Service • National Able Network/ABLE • National Council on Aging, Inc./NCOA • National Caucus & Center on Black Aged, Inc/NCBA • Mature Services, Inc/Mature Services • SER-Jobs for Progress National, Inc/SER • Senior Service America, Inc • National Council of Senior Citizens • American Association of Retired Persons/AARP • Experience Works Inc/Experience Works • National Indian Council on Aging/NICOA • National Asian Pacific Center on Aging/NAPCA • Asociacion Nacional Pro Personas Mayores • Easter Seals, Inc. • DHS Division of Aging Services Also refer to Volunteer Payments in this chart. | E |
| SEVERANCE PAY | EARNED—Payments received from an employer upon termination of employment. | I |
| | UNEARNED—Payments received from a former employer after termination of employment. | I |

| SOURCE/TYPE | DESCRIPTION | SNAP |
|---|---|------|
| SHARED HOUSEHOLD EXPENSES | UNEARNED-Payments made to an AU by a person who shares household expenses, and which do not represent a gain or benefit to the AU. | E |
| SICK PAY | Payments made to an individual when out of work because of illness. EARNED-If paid from the employer's payroll. UNEARNED-If paid by another source (e.g., insurance). | I |
| SOCIAL SECURITY BENEFITS (RSDI) | UNEARNED-Retirement, Survivors, Disability Insurance (RSDI) benefits received from the Social Security Administration (SSA). Do not use the check as the sole source of verification of the entitlement amount. Include the amount paid for Part B Medicare premium in the total gross amount if paid by the individual or DMA. | I |
| SPENDING ACCOUNT | EARNED-Pre-taxed earnings that are deducted from an employee's gross wages and placed in an account to pay AU expenses such as childcare and medical costs. *Refer to Wages/Salary. | * |
| STRIKE BENEFITS | UNEARNED-Income received by individuals on strike. Refer to 3240 Strikers . | I |
| SUBSIDIZED EMPLOYMENT (GRANT DIVERSION) | EARNED-Full-time employment in the private for-profit, private non-profit, or public sector in which the recipient's wages are subsidized through TANF (grant diversion) and the TANF benefits are reduced to zero.  Exclude the TANF grant amount from the gross wages received. | I |
| SUPPLEMENTAL SECURITY INCOME (SSI) | UNEARNED-Benefits paid by the Social Security Administration for Aged, Blind, or Disabled individuals. Refer to Lump Sum/SSI Back Payments in Chart 3405.1, Types of Resources . | I |
| TANF | UNEARNED-Benefits received from Temporary Assistance for Needy Families (TANF), including under issuance received in the month it is intended to cover. | I |
| TANF CORRECTIVE | UNEARNED-TANF benefits for a previous month owed to the AU because of an agency error. | E |
| TANF EMPLOYMENT INTERVENTION SERVICES (EIS) | UNEARNED-A non-recurrent lump sum payment that is equivalent to four times the maximum TANF grant amount for the AU size. The income is treated as a lump sum payment and is not counted in the SNAP budget. Refer to Lump Sum Payments in Chart 3405.1, Types of Resources . | E |
| TANF FROM ANOTHER STATE | UNEARNED-TANF benefits received from another state. Budget for the month of receipt only. | I |


| SOURCE/TYPE | DESCRIPTION | SNAP |
|--|---|------|
| TANF TRANSITIONAL SUPPORT SERVICES (TSS) | <p>UNEARNED-TANF support payment used to pay for or reimburse the cost of childcare, transportation, and incidental expenses to an applicant or a recipient. TSS is available to former TANF clients for a twelve-month period of WSP eligibility. The twelve-month count begins the first month of TANF ineligibility. TSS should run concurrently with the AU's twelve-months of WSP.</p> <p>TSS is not counted in the SNAP budget.</p> | E |
| TANF WORK SUPPORT PAYMENT (WSP) | <p>UNEARNED-Work support payments provide time limited cash supplements to former TANF recipients who are transitioning from TANF dependency to self-sufficiency.</p> <p>WSP payments are available to former TANF AUs for a period of twelve months and twice in their lifetime receipt of TANF.</p> <p>The former TANF AU receives a cash supplement of \$200 per month. If the AU is eligible for and/or receives TSNAP benefits, the income is not counted in the SNAP budget during the first five (5) months of TSNAP eligibility.</p> <p> If the AU is not receiving TSNAP benefits, then the income is counted in the SNAP budget.</p> | E |
| | <p>If the AU reapplies for/ receives regular SNAP benefits, the income is counted in the SNAP budget.</p> | I |
| TIPS | <p>EARNED-Voluntary payments above the stated cost of a product or service given in appreciation for the service rendered. Refer to Wages in this chart.</p> | I |
| TRADE READJUSTMENT ALLOWANCE (TRA) | <p>UNEARNED-Weekly payment available for up to 52 weeks after an individual's UCB is exhausted and during a period in which the individual is participating in a full-time training program approved in accordance with the Trade Act.</p> | I |
| TRAINING ALLOWANCE/ STIPEND | <p>EARNED- Payment received from vocational/ rehabilitation programs recognized by federal, state, or local governments, to the extent the payments are not a reimbursement or specifically excluded</p> | I |
| TRUST FUND PROCEEDS | <p>UNEARNED-Payments from a trust.</p> <ul style="list-style-type: none"> • payments distributed to the AU • payments that the AU has access to but are reinvested • income earned by the trust to which the AU has access. | I |
| UNEMPLOYMENT COMPENSATION BENEFITS (UCB) | <p>UNEARNED-Benefits received from the Department of Labor (DOL) by unemployed individuals.</p> <p>Refer to Trade Readjustment Allowance in this chart.</p> | I |
| UNIFORM RELOCATION ASSISTANCE AND REAL PROPERTY ACQUISITION OF 1970 PAYMENTS | <p>UNEARNED-Reimbursements received under Public Law 91-646, Section 210.</p> | E |
| UNIVERSAL BASIC INCOME (UBI) | <p>UNEARNED – A government funded program in which every eligible individual or family would receive a set amount of money regularly regardless of need. Its purpose is to ensure all people have the means to purchase necessities and improve their quality of life. *Refer also to Guaranteed Basic Income in this chart.</p> | I |

| SOURCE/TYPE | DESCRIPTION | SNAP |
|---|---|------|
| UTILITY REIMBURSEMENT HOUSING AND URBAN DEVELOPMENT (HUD) OR FARMERS HOME ADMINISTRATION (FMHA) UTILITY REIMBURSEMENT | UNEARNED-A utility reimbursement paid by HUD or FMHA to an AU that receives housing assistance and is responsible for paying its utilities separately from its rent. Refer to Vendor Payments . | E |
| VACATION PAY | EARNED-Any amount paid to employees for a regular scheduled period spent away from work or regular duty. It includes amounts paid even if the employee chooses not to take a vacation. Refer to Wages in this chart. | I |
| VENDOR PAYMENTS OTHER THAN GENERAL ASSISTANCE VENDOR PAYMENTS | UNEARNED-Money paid by an outside source to a third party on behalf of the AU for an expense. Vendor payments are treated as follows: | I |
| | <ul style="list-style-type: none"> • Monies deducted or diverted by the AU or Eligibility Determination Group (EDG) to go directly to a third party to pay AU or EDG expenses. | |
| | <ul style="list-style-type: none"> • HUD vendor payment for rent or mortgage | E |
| | <ul style="list-style-type: none"> • Reimbursements made in the form of vendor payments | E |
| | <ul style="list-style-type: none"> • Vendor payments from monies that are legally obligated and otherwise payable to the AU | I |
| | <ul style="list-style-type: none"> • Vendor payments from money that is not owed to the AU | E |
| | <ul style="list-style-type: none"> • Monies deducted or diverted by court order or other legally binding agreement, such as child support and alimony, to go directly to a third party to pay an AU expense | E |
| | Refer to General Assistance, Child Care Subsidy in this chart. | |
| VETERANS ADMINISTRATION (VA) BENEFITS EDUCATIONAL | UNEARNED-Benefits received from the VA by a veteran or a veteran's dependent(s) for educational purposes. | E |
| (NON-EDUCATIONAL) | UNEARNED-Disability and/or survivors benefits including Aid and Attendance Care, received from the VA by a veteran or a spouse or a dependent of a veteran. Also included are stipends paid for participation in a study of Vietnam-era veterans' psychological problems. Refer to Agent Orange Payment in this chart. | I |
| VETERANS ADMINISTRATION (VA) PAYMENTS FOR CHILDREN OF VIETNAM VETERANS WITH BIRTH DEFECTS | UNEARNED-Benefits paid by the VA to children of Vietnam veterans born with congenital spinal bifida and certain other defects. | E |
| VICTIM RESTITUTION | UNEARNED-Money received by a victim of a crime from a crime victim restitution program, usually as a reimbursement for financial losses. | E |
| | <ul style="list-style-type: none"> • The value of the payment does not exceed the value of the loss. | E |
| | <ul style="list-style-type: none"> • The value of the payment exceeds the value of the loss. Count the excess value. | I |
| | <ul style="list-style-type: none"> • The payment is a set monthly amount based on a court ruling. | I |

| SOURCE/TYPE | DESCRIPTION | SNAP |
|--------------------------------|--|------|
| VISTA VOLUNTEER PAYMENT | EARNED-Income received by VISTA volunteers under Title I of the Domestic Volunteer Services Act. Included are payments from the Urban Crime Prevention Program. Exclude income only for individuals who were receiving TANF or SNAP when they originally joined VISTA, even if there is a break in participation. | I |
| VOLUNTEER PAYMENTS | UNEARNED-Payment received under Title II of the Domestic Volunteer Services Act of 1973, including the Retired Senior Volunteer Program, Foster Grandparents Program and Senior Companion Program. | E |
| WAGES | EARNED-Payment given in return for labor, goods, and services rendered. Wages may be paid on an hourly, weekly, bi-weekly, semi-monthly, monthly, or daily basis. Include commissions, tips, overtime, vacation pay, bonus pay, flex benefits, and the employee's share of FICA when paid by the employer. | I |
| WAGES OF A CHILD | EARNED-Wages, including self-employment wages of a child under age 18 who is attending GED classes, in elementary or secondary school at least ½ time and who is under parental control of an AU member. Exclusions apply during school breaks as long as the intent is for the child to return to school. | E |
| | Wages of a child under age 18 not under parental control or not in school. | I |
| | EARNED-Wages, including self-employment wages of a child who turns 18 are included effective the month following the month in which the 18 th birthday falls, unless the birthday falls on the first day of the month. | I |
| WORKER'S COMPENSATION | EARNED or UNEARNED-Payments received by an employee injured on the job. EARNED-If the AU member remains employed during recuperation and expects to return to work. | I |
| | UNEARNED-If the AU member does not remain employed during recuperation. Include the full amount of the award. Do not exclude any amount withheld for legal expenses. | I |
| WORKFORCE INVESTMENT ACT (WIA) | UNEARNED-Payments, such as training allowances and grants, that are not designated for services rendered. | E |
| | EARNED-On-the-job training payments for: | E |
| | <ul style="list-style-type: none"> Children under age 19 who are 1) under the parental control of another adult AU member, and 2) in a year-round program | I |
| | <ul style="list-style-type: none"> Adults, age 19 and up | I |

| SOURCE/TYPE | DESCRIPTION | SNAP |
|------------------------------|---|------|
| YOUTH BUILD PROGRAM PAYMENTS | EARNED-Payments made through the Youth Build Program. *Treat as WIA income. | * |
| YOUTH PROJECT PAYMENTS | UNEARNED-Payments made through projects developed to assist youth in acquiring work skills, including the following: <ul style="list-style-type: none"> • youth incentive entitlement pilot project • youth community conservation and improvement projects • youth employment *Treat as WIA income. | * |

3425 Self-Employment Income

| Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|--|-----------------------------------|------------------------|---|
|  | Policy Title: | Self-Employment Income | |
| | Effective Date: | November 2019 | |
| | Chapter: | 3400 | Policy Number: 3425 |
| | Previous Policy Number(s): | MT-30 | Updated or Reviewed in MT: MT-57 |

Requirements

Income earned directly from one's own business or profession, rather than a specified salary or wages from an employer, is budgeted as self-employment income.

Basic Considerations

Self-employment exists when there is no employer/employee relationship. A self-employment determination is made by examining who has the right to control how, when and where the services are performed.

The AU member may be engaged in a business, service or profession rather than working as a salaried or waged employee such as an independent contractor, persons who sell Avon, or persons who own franchises.

Resources

Liquid resources used exclusively for a self-employment enterprise are considered unavailable to the AU.

Income

The total amount of self-employment income is determined by adding together all gross self-employment income (actual or anticipated) and capital gains income.

Capital Gains Income

Consider the total proceeds from the sale of capital goods or equipment, livestock, buildings, land, or machinery as capital gains income.

40% Standard Deduction for Business Expenses

A 40% standard deduction for the cost of doing business is allowed if the AU establishes that it incurs at least one allowable cost of doing business. Refer to [Chart 3425.1](#). Deduct 40% from the gross self-employment income to cover the expenditures related to the operation of a self-employment enterprise, if the AU incurs at least one allowable cost.

 Allow actual expenses at the AU's requests.

If the AU member owns a business that is not incorporated and the AU member is the sole proprietor, any income the business earns is counted as countable gross income for the AU member.

If the AU member owns a business that is incorporated the gross countable income is the amount that the corporation pays to the AU member.

Types of Corporations

Certain businesses may be classified as partnerships, corporations, s-corporations or limited liability corporations.

A **partnership** is a business organization in which two or more individuals join to manage and operate a business. Each owner contributes money, property, labor, or skills and expects to share in the profits or losses of the business.

The following IRS forms may be used to verify income from a partnership:

- Form 1040 – U.S. Individual Income Tax Return
- Schedule K-1– Partner's Share of Income, Deductions, Credits, etc.
- Form 1065 – U.S. Return of Partner Income
- Schedule E – Supplemental Income and Loss
- Schedule D – Capital Gains and Losses
- Form 1099 –MISC – Miscellaneous Income (A business may use this form to report certain business transactions and certain income to the IRS)

A **corporation** is a legal entity that is separate and distinct from its owners. The owner is considered an employee of the corporation and receives a salary. The corporation pays taxes on the profits after all expenses such as salaries, bonuses, and overhead are paid.

The following IRS forms may be used to verify income from corporations:

- Form 1040 – U.S. Individual Income Tax Return
- Form 1120 - U.S. Corporation Income Tax Return
- Form 1120A – U.S. Corporation Short Form Income Tax Return

- Schedule E – Supplemental Income and Loss
- Schedule D – Capital Gains and Losses
- Schedule M-3 (Form 1120) Net Income (Loss) Reconciliation for Corporations with Total Assets of \$10 Million or More

An **S-corporation** is a corporation that elects to pass corporate income, losses, deductions and credit to its shareholders for federal tax purposes. Shareholders of S-corporations report their income and losses on their personal tax returns and are assessed taxes at their individual income tax rates.

S-corporations are responsible for the tax on certain built-in gains and passive income.

The following IRS forms may be used to verify income from S-corporations:

- Form 1040 – U.S. Individual Income Tax Return
- Form 1120 - U.S. Corporation Income Tax Return
- Schedule K-1– Partner’s Share of Income, Deductions, Credits, etc.
- Schedule D – Capital Gains and Losses

A **limited liability corporation (LLC)** is a business structure allowed by state statute. A LLC is similar to a corporation because the owners have limited personal liability for the debts and actions of the LLC. The owners of an LLC are called members. Members may include individuals, corporations, other LLCs and foreign entities. For federal tax purposes, an LLC must file as a corporation, partnership or sole proprietorship tax return. Follow the form requirements for partnerships or corporations as stated above for LLCs.

Boarder Income

A recipient with boarder income is entitled to a cost of doing business deduction, which is equal to the maximum FS allotment for an AU size equal to the number of boarders or 40% of the gross self-employment income to cover the cost of doing business, if greater than the maximum FS allotment. The amount of an expense allowed as a cost of doing business cannot exceed the payment the recipient receives from the boarder for lodging and meals.

Rental Property

To determine self-employment income from rental property, the number of hours spent doing business must be considered. Refer to [Chart 3420.2, Types of Income](#).

| IF AU MEMBER(S) ARE | THEN COUNT |
|--|--|
| actively involved in property management at least 20 hours per week, | the gross income less cost of doing business as earned income. |
| not actively involved in property management at least 20 hours per week, | the gross income less cost of doing business as unearned income. |

Farm Losses

If the cost of producing self-employment farm income exceeds the gross farm income, the losses are

offset against other countable income. To qualify for this offset, the AU must receive or anticipate receiving annual gross proceeds of \$1,000 or more from the farming enterprise.

Monthly net farm self-employment income is computed in the normal manner by taking gross income, subtracting allowable expenses and prorating the result over the period the income is intended to cover.

If there is a monthly net farm loss, offset the loss as follows:

- Offset the loss against the net amount of any other self-employment income for the month(s).
- If the other net self-employment income is not enough to cover the farm loss, the remainder of the farm loss is offset against the other countable gross amount of earned and unearned income for that month.

i Allow the 20% earned income deduction before deducting the loss offset.

If there is still a net loss, the AU is certified based on zero net.

The monthly loss is not carried forward to subsequent months. Consider each month's income and expenses separately.

Treatment of Income

Annualize self-employment income if the following occurs:

- the self-employment income represents a year's support, even if the income is received in a short time period
- the self-employment income accurately reflects the AU's current circumstances

i Annualize the self-employment income even if the AU receives additional income from other sources.


Do not annualize self-employment income if the following occurs:


- the self-employment income is not an accurate picture of the AU's current circumstances because income has recently increased or decreased
- the self-employment income represents support for only a part of the year
- the self-employment income is from a new business in operation less than one year.

To determine monthly income for an annualized self-employment situation, total gross receipts of annual income, allow the 40% deduction for the cost involved with the self-employment endeavor and divide by twelve.

Use the policy in [Chart 3425.1](#) below to determine allowable business expenses.

CHART 3425.1 COSTS OF DOING BUSINESS

| ALLOWABLE EXPENSES (Not All-Inclusive) | UNALLOWABLE EXPENSES (All-Inclusive) |
|--|--|
| Costs associated with self-employment enterprise, such as: | net losses from previous periods. |
| labor costs | federal, state and local income taxes. |
| costs of stock, raw material, seeds, fertilizer | income set aside for retirement. |
| payments (principal and interest) for the purchase price of income-producing real estate and capital assets, equipment, machinery, and other durable goods | work-related personal expenses (transportation to and from work, living expenses). |
| insurance premiums on income producing property such as real estate or equipment | depreciation on equipment, real estate, etc. Depreciation occurs when a resource loses value because of any destruction of property in a storm, fire or other reason, and long-term use of resources reduces value, (e.g. vehicles). |
| taxes paid on income-producing property | any amount that exceeds the payment an AU receives from a boarder for lodging and meals. |
| privilege taxes paid for such items as licensing fees, gross receipts and general excise taxes that must be paid in order to earn self-employment income |  These expenses may be used to determine taxable income for IRS and tax purposes but may not be used for determination of income for FSP purposes. |
| rental payment on income-producing equipment | |
| costs repairs and maintenance of income-producing equipment or stock | |
| job-related transportation costs | |
| costs of home business- | |
| <ul style="list-style-type: none"> prorate the household expenses (mortgage/rent, utilities) by the number of rooms used for the business. | |

 If using household expenses as self-employment expenses, allow the remainder not used as a self-employment expense as the shelter expense.

If using the SUA for shelter deduction, do not prorate. Allow the SUA as a shelter expense and not a self-employment expense. If using the SUA for shelter, only a business phone expense can be allowed as self-employment expense.

Use the policy in [Chart 3425.2](#) below to determine the treatment of income not annualized.

CHART 3425.2 HOW TO COMPUTE INCOME WHICH IS NOT ANNUALIZED

| IF THE INCOME | THEN |
|--|--|
| does not reflect current circumstances (recent increase or decrease in income) | determine the best estimate of current gross monthly income, minus 40%, and use as the monthly amount budgeted. |
| is from a new business, i.e., in operation less than one year | average gross income, subtract 40%, divide by the period of operation to determine monthly budgeted income. |
| represents only part of the year's income | average gross income, subtract 40%, divided by the number of months the income is intended to cover, and budget that amount as monthly income. |
| is received monthly | budget total gross monthly income, minus 40%. |

Procedures

Follow the steps below to determine income that should be counted in the budget:

Add all gross self-employment income.

Add any capital gains.

Subtract 40%.

Divide the remaining amount by the number of months over which the income is intended to cover. The result is the monthly net self-employment income. Add the monthly net self-employment income to the other countable earned income.

Add unearned income to adjusted gross earned income.

Calculate deductions and benefit level as for any other AU.


Refer to [3610 Food Stamp Budgeting](#).

Verification

Verify through the use of tax files, business records, receipts, bills, or statements from customers that the A/R has an established business.

For a new business, verify through use of available information provided by the AU to determine a best estimate.

3430 Military Pay

|  | Georgia Division of Family and Children Services | | | |
|---|--|-----------------------------------|-----------------------|------|
| | SNAP Policy Manual | | | |
| | Policy Title: | Military Pay | | |
| | Effective Date: | November 2019 | | |
| | Chapter: | 3400 | Policy Number: | 3430 |
| Previous Policy Number(s): | MT-14 | Updated or Reviewed in MT: | MT-57 | |

Requirements

Military pay such as housing allowances, subsistence allowances and other entitlements are considered when determining eligibility for assistance.

Basic Considerations

Military pay is income received by anyone in any branch of the military - Army, Navy, Air Force, Marines, Coast Guard, National Guard and Reserves.

Military pay is treated as earned income when the individual in the military is an AU member.

When an individual in the military is not in the AU but gives money to the AU or authorizes money to be sent to the AU, that money is counted as an unearned income contribution.

Procedures

Verify all military pay. Use the Leave and Earnings Statement (LES) to verify the type and amount of military income.

[Chart 3430.1](#) in this policy section provides information on the treatment of military pay.

Determine if there are any debt repayments listed on the LES and treat as follows:

- if a debt repayment is for Advance Pay then deduct the repayment from the gross income
- if a debt repayment, listed as FININ or Debt Repayment on the LES, is for a personal loan, such as for a car, count the repayment as part of the gross income.


Do not allow federal tax, FICA, SGLI, Soldiers Home, or Insurance as deductions or exclusions from income.

Allotments withheld for dependents not in the AU may be allowed as a child support deduction. Refer to [3616 Child Support Deduction](#).


Use the chart below to determine treatment of military pay:

CHART 3430.1 - TREATMENT OF MILITARY PAY

| BENEFIT | TREATMENT OF INCOME |
|---|--|
| Amount Brought Forward | Disregard amounts brought forward from a previous month. |
| Advance Pay/Casual Pay | Count the gross amount as earned income in the month received. |
| Base Pay | Count the gross amount as earned income in the month received. |
| Basic Allowance for Housing (BAH) | Count the gross amount as earned income in the month for which it is intended. |
| Basic Allowance for Subsistence (BAS) | Count the gross amount as earned income in the month for which it is intended. |
| Career Sea Pay | Count the gross amount as earned income in the month for which it is intended. |
| Clothing Maintenance Allowance (CMA) | Do not count as income. Consider it as a reimbursement. Deduct the CMA from the total gross earned income. |
| Cost-of-Living Allowance (COLA) or HOUSE | Count the gross amount as earned income in the month for which it is intended. |
| Fly Pay/Fly Pay-non | Count the gross amount as earned income in the month for which it is intended. |
| FSSA (Family Subsistence Supplemental Allowances) | Count the gross amount as earned income in the month received. |
| Jump Pay | Count the gross amount as earned income in the month for which it is intended. |

| BENEFIT | TREATMENT OF INCOME |
|---------------------------|--|
| Leave or Separate Rations | Count the gross amount as earned income in the month for which it is intended. |
| National Guard Pay | Count the gross amount as earned income in the month for which it is intended. |
| Pro-Di | Count the gross amount as earned income in the month for which it is intended. |
| Reenlistment Bonus | <p>Treat the gross amount as a non-recurring lump sum payment.</p> <p> If paid in installments, count as unearned income in the month received.</p> |
| Regular Sea Pay | Count the gross amount as earned income in the month for which it is intended |
| Combat Pay | Exclude additional or special payments received by a member of the US Armed Forces due to deployment to a designated combat zone for the duration of the member's deployment to or service in a combat zone. Determine if any of the allotment/monies made available to the food stamp AU is combat pay. If yes, exclude as income, that portion of the allotment/money. The additional or special pay may be identified as "incentive pay for hazardous duty" or "special pay for duty" or "special pay for duty subject to hostile fire or imminent danger". |

3500 Computer Matches Overview

| | | | |
|---|--|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | Computer Matches Overview | |
| | Effective Date: | November 2019 | |
| | Chapter: | 3500 | Policy Number: |
| Previous Policy Number(s): | MT-50 | Updated or Reviewed in MT: | MT-57 |

Requirements

Applicants and recipients whose resources and income are used to determine eligibility are matched with the files of various governmental agencies.

Basic Considerations

The applicant and/or recipient's (A/R's) primary social security numbers (SSN) are matched with the SSNs contained in other governmental agency files. The information associated with the SSNs is compared to information in the Gateway system. Discrepancies are identified for follow up and investigation.

Computer matches, which require the use of the A/R's SSN, are designed to match income, resources and other pertinent information that is used to determine the household's eligibility and benefit level.

Computer match information is used for the following purposes:


- to verify the eligibility of A/Rs
- to verify the proper amount of benefits
- to obtain information to use to conduct criminal or civil prosecutions based on receipt of benefits to which recipients are not entitled.

Computer matches are accessed through the Gateway System on the Interfaces module. User's must have a valid user ID and password which is obtained from the Gateway Security Unit to access this information in the system.

Unlawful access is prohibited. A record of all inquiries by password is kept and monitored by the system.

Consider information received for UCB or TANF on Interstate matches as verified.

3505 Income and Eligibility Verification System (IEVS)

| | | | |
|---|---|---|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Income and Eligibility Verification System (IEVS) | |
| | Effective Date: | November 2023 | |
| | Chapter: | 3500 | Policy Number: |
| Previous Policy Number(s): | MT-57 | Updated or Reviewed in MT: | MT-75 |

Requirements

The Income and Eligibility Verification System (IEVS) is a federally operated system through which agencies request personal data, wage and benefit information on applicants and recipients from other states and federal agencies.

Basic Considerations

IEVS computer matches are performed by Gateway with the following files from other agencies:

- SSA Beneficiary Earnings Exchange Record System (BEERS)
- United States Internal Revenue Service (IRS)
- Interstate Files
- SSA Prisoner Verification Inquiry
- SSA Death Verification Inquiry
- SSA BENDEX

Computer matches are also performed by Gateway with the Georgia Department of Corrections (DOC) and National Accuracy Clearinghouse (NAC).

A match is done on wage and benefit information between Gateway and another federal or state's computer file. If there is information in the systems on the same individual, the information is compared to the information in Gateway. If the information in one system differs from the information in Gateway, a system generated alert is sent to inform the worker of the discrepancies. The worker takes action to resolve the discrepancies and documents those actions in the applicant/recipient's case file. Refer to Gateway Documentation Standards for documentation requirements.

The SSA Prisoner Verification Inquiry and SSA Death Verification Inquiry match the files of the Social Security Administration with Gateway files to determine if A/R's are incarcerated or deceased. The Georgia DOC inquiry also matches the files of the DOC with Gateway to determine if an A/R is incarcerated.

Computer Matches Income and Eligibility Verification System

The National Accuracy Clearinghouse (NAC) interface matches files between Georgia, Alabama, Florida, Mississippi, and Missouri to determine if an applicant/recipient is receiving SNAP benefits in those states.

Information received by the IRS and BEERS systems is no longer received by the SNAP and is not

updated in the Gateway system for SNAP purposes. This information is no longer subject to the special security considerations required by the IRS.

Procedures

Follow the procedures below to process data received from computer matches:

Processing Data Matches

Use information received from the matches to determine eligibility and benefit level ongoing and historically.

Complete case actions to resolve discrepancies within 45 days of receipt of the information.

Completion of case actions may be postponed to the next review if the actions cannot be completed due to non-receipt of verification already requested from a collateral contact.

Verification

Consider the following information as a lead and **verify** the income information when a match is received:


- earned income listed on DOL wage matches
- questionable IEVS information
- prisoner verification data
- death match data

Documentation

Record the following information:

- results of the case record screening
- the reason a discrepancy does not exist, if applicable
- date verification requested and from whom verification was requested
- date action has been taken to correct ongoing benefits
- date of completion of case action to resolve the discrepancy

3515 Clearinghouse


| | | | |
|---|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Clearinghouse | |
| | Effective Date: | November 2019 | |
| | Chapter: | 3500 | Policy Number: |
| Previous Policy Number(s): | MT-51 | Updated or Reviewed in MT: | MT-57 |

Requirements

Clearinghouse is an automatic on-line computer system through which wage and benefit information on applicants and recipients is matched with files in other state and federal agencies.

Basic Considerations

Clearinghouse matches are performed with the following agencies and contain the following information:

- Georgia Department of Labor (DOL) Wage Files – provides five quarters of employment history by employer name, employer number, and amount of wages earned.
 -  Information that appears on this wage file is two (2) quarters behind the current quarter;
- Georgia Department of Labor (DOL) Employer Address Files – the work location and/or the address of the accounting office of the employer;
- Georgia Department of Labor (DOL) Unemployment Compensation Benefits (UCB) Files – the monthly UCB amounts for the most recent 13 months and a list of individual checks for the last ten weeks;
- Georgia Department of Labor (DOL) Unemployment Compensation Benefits (UCB) Claimant Address File – the address of each UCB recipient;
- BENDEX – RSDI benefit information on individuals who are current or past recipients of public assistance;
- State Data Exchange (SDX) – SSI benefit information; and
- Department of Labor (DOL) W-4 Employer Reporting System New Hire Information Inquiry – the name and address of any new employer upon hiring and the date of hire.

Clearinghouse files are accessed on any individual who is in active or pending status, is age 16 or older, and who may affect eligibility for benefits such as the following:

- Applicants
- Recipients
- Disqualified individuals
- Ineligible aliens
- Sanctioned individuals
- Ineligible students
- Individuals whose presence in the AU is questionable

Consider UCB information received on a computer match as verified.

Clearinghouse is automatically accessed on pending or active AUs at the following times:

- at registration;
- finalization of a new AU;

- reopening of an AU;
- in the month prior to the review month, when the AU is selected for review;
- if a primary SSN is changed; and
- when adding a person to the AU as an interim change.

Clearinghouse Wage Quarters

Clearinghouse quarters for DOL Wage files are as follows:

- **1st Quarter - January, February, March**
- **2nd Quarter – April, May, June**
- **3rd Quarter – July, August, September**
- **4th Quarter – October, November, December**

Addressing Clearinghouse Wage Files

Clearinghouse wage files are reviewed at initial application, when an AU member is added, and at each review.

Review clearinghouse wage files to determine:

- if wages have been reported
- if wages should be reported
- if wages are correctly budgeted
- if termination of employment is verified

Procedures

Use Chart 3515.1 below to address clearinghouse wages at initial application.

CHART 3515.1 - CLEARINGHOUSE CHART FOR INITIAL APPLICATION


| IF | THEN |
|--|--|
| Employment was prior to food stamp benefits, | Document wages received prior to food stamp benefits.  If employment has terminated within the last 30 days, verify terminated income and termination of employment (Refer to Section 3035, Verification). |
| Employment was reported, | Document employment was reported and correctly budgeted. |
| Employment was during receipt of food stamp benefits and not reported, | Complete a fraud referral, Form 5667, and submit it to the Office of Inspector General (OIG). |

Follow the steps below to address clearinghouse wages at review.

1. Review clearinghouse data for all quarters to make sure they were addressed at the previous application or review.

2. Review all quarters for the same employer to ensure the income reported by the AU is representative of what is reported on the wage file.
3. If employers are listed for the period being addressed (two most current quarters), determine if the AU is currently employed.
 - If AU is currently employed, verify the wages of the employer(s) and budget the income ongoing.
 - If AU is no longer employed and the job is budgeted in Gateway, termination of employment must be verified no matter when the job ended to remove the income.
 - If the job shows in Clearinghouse and is not budgeted in Gateway, verify if the employment has terminated with the last 30 days. Verify terminated income and termination of employment (Refer to Section 3035, Verification).
4. If employers are listed but employment was not reported, and the income exceeds 130% of the gross income ceiling (GIC), determine if potential overpayments exist. If overpayments exist, complete Form 5667 for historical months of pay and send it to the Office of Inspector General (OIG).

3520 Social Security Administration (SSA) Prisoner Verification Inquiry

| | | | | |
|---|--|--|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Social Security Administration (SSA) Prisoner Verification Inquiry | | |
| | Effective Date: | November 2019 | | |
| | Chapter: | 3500 | Policy Number: | 3520 |
| | Previous Policy Number(s): | MT-51 | Updated or Reviewed in MT: | MT-57 |

Requirements

The prisoner verification inquiry is a computer interface between the Gateway system and the Social Security Administration (SSA) that determines if a member of an assistance unit is incarcerated. Prisoner verification inquiry may also occur between the Gateway system and the Department of Corrections (DOC).

Basic Considerations

A prisoner alert is generated when the SSN is matched with the SSN of an individual who is in a federal, state or local correctional or other detention facility for more than 30 days. The purpose of generating the alert is to address AU composition, rather than lawbreaker status, to determine if an individual should be included in the food stamp AU. Prisoner alerts are addressed at application and renewal.

Chart 3520.1 provides the basic considerations for prisoner verification inquiries.

CHART 3520.1 - PRISONER VERIFICATION INQUIRY

| PRISONER VERIFICATION INQUIRY (Data returned from SSA) | | |
|---|---|--|
| IF | THEN | AND |
| <p>An Applicant/Recipient (A/R)</p> <ul style="list-style-type: none"> is included in an active or pending FS AU, <p>AND</p> <ul style="list-style-type: none"> has a status of In the Applicant Group on the Applicant Group Summary Page <p>AND</p> <ul style="list-style-type: none"> is 18 years of age or older and has a primary SSN | <p>The A/R's SSN is sent to SSA for matching</p> <ul style="list-style-type: none"> when a case is registered when a new AU is finalized when a case is reopened in the month prior to the review month, when the AU is selected for review if a primary SSN is changed <p>OR</p> <ul style="list-style-type: none"> when a SSN is added through the add-a-person or interim change function | <p>The returned data from SSA is received</p> <ul style="list-style-type: none"> as an alert to the worker. The alert contains one of three codes from SSA. The codes are 11011, 11012, and 11023. The worker will navigate to the respective interface screen to access the data. |
| PRISONER VERIFICATION INQUIRY (Data returned from DOC) | | |
| IF | THEN | AND |
| <p>An Applicant/Recipient (A/R)</p> <ul style="list-style-type: none"> is included in an active or pending FS AU, <p>AND</p> <ul style="list-style-type: none"> has a status of In the Applicant Group on the Applicant Group Summary Page <p>AND</p> <ul style="list-style-type: none"> is 18 years of age or older and has a primary SSN | <p>The A/R's SSN is sent to DOC for matching</p> <ul style="list-style-type: none"> when a new AU is finalized when a case is reopened in the month prior to the review month, when the AU is selected for review if a primary SSN is changed <p>OR</p> <ul style="list-style-type: none"> when a SSN is added through the add-a-person or interim change function | <p>The returned data from DOC is received</p> <ul style="list-style-type: none"> as a task to the worker. The task contains one code from the DOC. The code is 11049. The worker will navigate to the respective interface screen to access the data. |

Follow these guidelines when taking a case action on prisoner verification alerts/tasks.

- An alert/task is generated in Gateway to notify the worker of an inquiry hit. The worker will navigate to the respective interface screen to access the data.
- Check the name, spelling, SSN, date of birth, and any other identifying information. Based on the information received from SSA and DOC, some prisoners may give someone else's identifying information as their own. Carefully review and compare inquiry information with the case data.
- Prisoner verification inquiry information is **not** considered verified upon receipt. During the intake and the standard renewal interview, the worker should go to Interfaces and select Prisoner Inquiry for each adult and discuss confinement dates, release dates, dates the individual in the alert was included in the FS AU, conviction dates and reasons for conviction. Also discuss if the offense was a felony or misdemeanor. Document the date that you spoke with the customer

regarding the information in the match. A verification checklist **must** still be mailed to the AU within 10 days of receipt of the alert/task to determine AU composition for the appropriate months. The verification checklist must request all the above stated information and the consequences of failing to respond to the request. Failure of the AU to respond to a request to determine AU composition will result in a case closure. Eligibility cannot be established if there is no response to the request for information. When completing an alternate renewal, mail a verification checklist requesting the above information. The AU can submit written verification from the Department of Corrections, Probation/Parole Officer, or copy of release papers.

- If third party verification is obtained, it must consist of oral or written statements from landlords, parole officers, neighbors, or documents such as letters, bills, or correspondences which verify the A/R's name and residential address for the time periods in question. Third party verification is used to resolve the issues.
- The prisoner verification inquiry may provide information that result in the application of law-breaker policies.
- **When appropriate**, create an overpayment for historical months if an agency error or inadvertent household error is determined. Refer the AU to the Office of Inspector General (OIG) if the individual identified in the alert was receiving food stamps while incarcerated for more than 30 days.

Prisoner verification alerts/tasks are addressed and processed at each initial application or review. Refer to [3715 Interim Changes](#) for policy on when to act on system generated alerts/tasks.

Procedures

Chart 3520.2, Procedures for Prisoner Verification Inquiry, is used to determine the appropriate case action to take when a prisoner verification alert/task is received by the agency.


CHART 3520.2 - PROCEDURES FOR PRISONER VERIFICATION INQUIRY

| ALERT/TASK ID | ALERT/TASK | ALERT TO WORKER | GATEWAY STEPS |
|---------------|------------|--|--|
| 11011 | Alert | Prisoner match found but data cannot be disclosed. SVES prisoner match response returned | <ol style="list-style-type: none"> 1. In Data Collection under the Individual Information submodule, select the Logical Units of Work and select Persons. 2. On the Individual Applicant Group Summary page click the "R" to select the AU member with the prisoner match. 3. On the Persons Details page, press Next to get to the Person Applicant Group Status page. 4. For the Applicant Group Verification field select "requires additional information" from the drop-down menu. 5. Press Next to commit the data and then complete the interview. Run EDBC. 6. Select the VCL and add the following text to the Special Notes: Please provide verification regarding confinement dates, release dates, conviction dates, reason for conviction and if the offense was a felony or misdemeanor. |

| ALERT/TASK ID | ALERT/TASK | ALERT TO WORKER | GATEWAY STEPS |
|---------------|------------|---|--|
| 11012 | Alert | Prisoner match found. Data is available. SVES prisoner match response returned. | <ol style="list-style-type: none"> 1. In Data Collection under the Individual Information submodule, select the Logical Units of Work and select Persons. 2. On the Individual Applicant Group Summary page click the “R” to select the AU member with the prisoner match. 3. On the Persons Details page, press Next to get to the Person Applicant Group Status page. 4. For the Applicant Group Verification field select “requires additional information” from the drop-down menu. 5. Press Next to commit the data and then complete the interview. Run EDBC. 6. Select the VCL and add the following text to the Special Notes: Please provide verification regarding confinement dates, release dates, conviction dates, reason for conviction and if the offense was a felony or misdemeanor. |
| 11023 | Alert | Prisoner match found. | <ol style="list-style-type: none"> 1. In Data Collection under the Individual Information submodule, select the Logical Units of Work and select Persons. 2. On the Individual Applicant Group Summary page click the “R” to select the AU member with the prisoner match. 3. On the Persons Details page, press Next to get to the Person Applicant Group Status page. 4. For the Applicant Group Verification field select “requires additional information” from the drop-down menu. 5. Press Next to commit the data and then complete the interview. Run EDBC. 6. Select the VCL and add the following text to the Special Notes: Please provide verification regarding confinement dates, release dates, conviction dates, reason for conviction and if the offense was a felony or misdemeanor. |

| ALERT/TASK ID | ALERT/TASK | ALERT TO WORKER | GATEWAY STEPS |
|---------------|------------|---|--|
| 11049 | Task | The Department of Corrections has found a match for individual Client ID on a FS Cases. | <ol style="list-style-type: none"> 1. In Data Collection under the Individual Information submodule, select the Logical Units of Work and select Persons. 2. On the Individual Applicant Group Summary page click the “R” to select the AU member with the prisoner match. 3. On the Persons Details page, press Next to get to the Person Applicant Group Status page. 4. For the Applicant Group Verification field select “requires additional information” from the drop-down menu. 5. Press Next to commit the data and then complete the interview. Run EDBC. 6. Select the VCL and add the following text to the Special Notes: Please provide verification regarding confinement dates, release dates, conviction dates, reason for conviction and if the offense was a felony or misdemeanor. |

3525 Social Security Administration (SSA) Death Verification Inquiry

|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|---|--|---|----------------------------|-------|
| | Policy Title: | Social Security Administration (SSA) Death Verification Inquiry | | |
| | Effective Date: | May 2024 | | |
| | Chapter: | 3500 | Policy Number: | 3525 |
| | Previous Policy Number(s): | MT-57 | Updated or Reviewed in MT: | MT-77 |

Requirements

The death verification inquiry is a computer match of the Social Security Administration (SSA) files of deceased individuals with the applicants and recipient files of the SNAP.

Basic Considerations

The information associated with the SSNs of the applicants in pending status and recipients in active status are matched with the SSA file of deceased individuals to determine if the individuals who have been reported as deceased are applying for benefits or included in an active SNAP case. If there is a match, a system task is generated to the worker. The worker will navigate to the respective interface to access the data.

The SSA information on death matches is **not** considered verified upon receipt. Therefore, an attempt must be made to contact the AU regarding the information before negative action is taken to deny, terminate or reduce benefits. The AU must be informed that the SSA has reported the death

of an AU member. A verification checklist must be mailed requesting that the AU provide verification that the AU member is deceased. The verification checklist must request documents that confirm the AU member's death and proof of the date of death. This information should be verified by an obituary from a funeral home, newspaper death notice, death certificate, documents from an insurance company, or documents from the Social Security Administration verifying proof of death as acceptable proof of death. The verification checklist must also clearly explain the consequences of failing to respond to the request. If there is no response to the request for information, terminate benefits and allow timely notice.

NOTE: An online obituary submitted by the funeral home for publishing is acceptable for the family member to provide as proof. However, family placed death notices are not acceptable proof.

If the death is confirmed at application or recertification (renewal), AU composition and other related changes are processed as part of the application or recertification (renewal) process. If the death is confirmed as an interim change, timely notice is given prior to termination or reduction of benefits unless all members of the AU are deceased. If all members of the AU are deceased, adequate notice is given to terminate benefits.

If the primary individual of the AU is the AU member who died, allow the AU the opportunity to name another AU member as the primary individual. The AU is given this opportunity without being treated as an initial application. Do not prorate the initial month's benefits.

If the AU disputes the death of the AU member, verify using verification methods provided in Section 3035, Verification.

Procedures

The following Gateway procedures are taken when the death of an AU member is reported by the SSA when the case is in Intake, Change or Renewal mode.

Send a verification checklist to the AU within 10 calendar days of receiving the task to inform the AU that SSA has reported the death of an AU member.

Intake

Remove the deceased AU member from the household the month the AU member is reported to be deceased.

Change

Remove the deceased AU member from the household the month after timely notice expires from the reported-on date.

Renewal

Remove the deceased AU member from the household the first month of the new certification period.

Remove the AU member from the AU, if confirmed. Allow timely notice, if at interim change. Allow the AU time to name another AU member as the primary individual of the AU, if the deceased AU

member is the primary individual of the AU.

When the deceased member is the only AU member, allow adequate notice if at interim change.


i Remember the SSA computer match can be in error.

If there is no response to the request for information, terminate benefits and allow timely notice. Eligibility cannot be established if there is no response to the request for information.

Refer to Section 3715 – Interim Changes, for policy and case management procedures when the primary individual dies or moves.

When appropriate, create an overpayment for historical months if an agency error or inadvertent household error is determined. Refer the AU to the Office of Inspector General (OIG) if fraud is suspected.

3530 Social Security Number (SSN) Validation

| Georgia Division of Family and Children Services SNAP Policy Manual | | | | |
|--|-----------------------------------|---|-----------------------------------|-------|
|  | Policy Title: | Social Security Number (SSN) Validation | | |
| | Effective Date: | November 2019 | | |
| | Chapter: | 3500 | Policy Number: | 3530 |
| | Previous Policy Number(s): | MT-35 | Updated or Reviewed in MT: | MT-57 |

Requirements

The system interfaces with the files at the Social Security Administration (SSA) to verify the accuracy of the SSN of an AU member.

Basic Considerations

All SSNs entered in the system will interface with SSA files.


Procedures

Social Security Number (SSN) validations and discrepancies are corrected at initial application and renewal. SSNs, which are not federally verified, must be entered into the system.

Use the following procedures to complete the validation requirements.

CHART 3530.1 – SSN VALIDATION

| IF AN A MEMBER'S SSN | THEN |
|----------------------|---|
| is valid | <p>the system will annotate the SSN with an FV (federally verified) code.</p> <p>No further action is required.</p> |

| IF AN A MEMBER'S SSN | THEN |
|--|--|
| <p>appears on the system generated enumeration or validation discrepancy lists</p> <p> An alert is generated.</p> | <p>determine if the AU member's full name, DOB and SSN matches information on the individual's official documents.</p> <p>Correct any information that is in error.</p> <p>Refer the A/R to SSA for corrective action if the SSA information is the source of the error.</p> |
| <p>matches with another SSN known to the system</p> | <p>determine which number on the system is correctly assigned.</p> <p>Correct any SSNs erroneously entered in the system</p> <p>OR</p> <p>Refer the AU member to SSA for corrective action if multiple individuals are assigned the same SSN.</p> |
| <p>is validated by the system but differs from verification (SSN card) obtained from the A/R</p> | <p>refer to the procedures "How to Change a Validated SSN" in this section.</p> |

How to Change A Validated SSN

Step 1 Gather the following case identifying information and report it in the order listed:

- Worker's name
- Worker's telephone number
- County, office, supervisor
- Case number
- Case name
- Individual member's name
- Individual member's ID number

Step 2 Send an E-Mail message with the above information to empi.helpdesk@dhs.ga.gov.

Step 3 Correct the SSN when IT provides notification that the validation code has been removed.

How to Request A Client ID Correction

In order to have the DFCS Help Desk correct a client ID, the county must complete the following guidelines:

Step 1 Before deleting a suspected duplicate client ID, make sure that all demographic information is correct for the client ID that you wish to keep.

Step 2 Review all documents in UCM/WEC to make sure demographic information is correct, especially the SSN. Contact the A/R if necessary to make sure demographics are 100% accurate.

Step 3 Once you are certain that you know which client ID needs to be deleted, complete the following steps:


- A. Prior to initiating the merge of IDs, be sure to remove all pending and active program applications and cases from the secondary (erroneous) ID.
- B. Go to the **Data Collection** module, select the **Initiate Data Collection** submodule, then Select **Case Change** as your case action.
- C. Go to **Persons** LUW and click on the **Individual Application Group Summary** page. Click on the pencil for the duplicate individual (DO NOT use the trashcan icon to delete an individual).
- D. On **the Person Details** page, remove the SSN if it is not a federally verified (FV) SSN. If there is no SSN entered for the erroneous client ID, you may skip this step.



If the SSN is federally verified (FV), the supervisor must submit an "FV code removal request" to the helpdesk email address at: empi.helpdesk@dhs.ga.gov to remove the SSN. During this request, the worker must cease all actions on case and program updates until the FV SSN has been removed.

- E. On **Person Applicant Group Status** page, use current date for CS/CD, reported on, and verification received on date.
- F. Make the following changes in the appropriate fields: Change **applicant group status** to "Out of Applicant Group", select **absence reason** "moved out of household", select client statement for **verification reason**, and select "No" for **intend to return**.
- G. Continue through the **Individual Information** submodule until you reach the **Person Demographics Summary** page.
- H. Click on the pencil for the individual you wish to remove and continue through the LUW to the **Person Demographics SSN Application/Armed Services** page.
- I. Change the **reason SSN not provided** field to "match problem" after you've removed the erroneous SSN for the individual.
- J. Run **EDBC** and make sure the erroneous client ID is showing closed. Once this has been verified, finalize eligibility.
- K. Go to **Correspondence** and suppress notice.
- L. Return to the **Data Collection** module, initiate data collection and select action as change mode and then select the **Others** submodule.
- M. Select **Other** once more and click on the left navigation menu to get to the **Merge Individuals** LUW.
- N. Complete the **request type** as "Merge" and enter the primary client ID (the one you want to keep) and the secondary client ID (the one you want merged).
- O. Check "Yes" for **participation inactive**.
- P. In the **comments** box enter: first name, last name, DOB, SSN, sex and the reason for the merge, and then click **Submit**.

3600 Budgeting Overview

| | | | | |
|---|--|--------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Budgeting Overview | | |
| | Effective Date: | April 2021 | | |
| | Chapter: | 3600 | Policy Number: | 3600 |
| | Previous Policy Number(s): | MT-58 | Updated or Reviewed in MT: | MT-64 |

Requirements

All Assistance Units (AUs) must have their income considered in determining financial eligibility through a budgeting process.

Basic Considerations

The budgeting process includes the following:

- the prospective budgeting method, used to determine the AU's monthly income and expenses
- the allowable deductions based on certain monthly expenses
- the budgeting procedure used to calculate eligibility and benefit level using monthly income and expenses.

Prospective Budgeting

Prospective budgeting uses a best estimate of income and expenses based on a representative amount to determine the AU's eligibility and benefit amount. This income and expense are either estimated using a conversion factor, or actual depending on the case situation.

Deductions

Certain deductions are allowed when determining the AU's monthly benefit.

The FS program allows deductions to both earned and unearned income as follows:

- 20% of earned income deduction
- standard deduction
- excess medical expense deduction
- dependent care expense deduction
- child support deduction
- excess shelter deduction
- homeless shelter deduction

Income Test

To be eligible, the AU's income must be applied to the following tests:

- Gross Income Ceiling (GIC) - the gross countable income of the AU must be less than or equal to the GIC for the AU size.
- Net Income Limit - the net income of the AU after all deductions must be less than or equal to the net income limit for the AU size.


If the AU is eligible to receive FS, the FS allotment is based on the AU's net income and the AU size.

Documentation

Document the following for all budgets:

- the amounts of all gross income and expenses used in the budget, including the dates income is received and expenses are incurred and the source of verification.
- the gross amounts used to calculate the representative income/expenses.
- calculation of representative amounts.
- the reason(s) non-representative amount(s) are not used in calculations.

3605 Prospective Budgeting

|  Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|--|-----------------------|-----------------------------------|-------|
| Policy Title: | Prospective Budgeting | | |
| Effective Date: | July 2024 | | |
| Chapter: | 3600 | Policy Number: | 3605 |
| Previous Policy Number(s): | MT-77 | Updated or Reviewed in MT: | MT-78 |

Requirements

Prospective budgeting uses a representative amount of income received and expenses incurred to determine the Assistance Unit's (AU's) eligibility and benefit amount.

Basic Considerations

Representative Income and Expenses

Representative income and expenses are used to determine the monthly income and deductions for use in the SNAP budget.

Representative income is the amount that best represents what the AU has received or will receive on an ongoing basis.

Representative expenses are the amounts that best represent what the AU has incurred or will incur on an ongoing basis.

When the amount of the income or expense is stable (i.e., does not change from one period to the next), then the amount of the monthly income or the monthly expense is the representative amount.

When the income or expenses vary in amount for each period (i.e., fluctuates), then representative income and expenses are calculated as follows:

- the representative income or expense is based on available verification and information from the AU and from the source.
- the representative income or expense may be an average of the last month's income or expense.
- the representative income or expense may be the four (4) current consecutive weeks of pay for fluctuating income. (Current means the most recent information available to determine the representative income or expense).
- the representative income or expense may be for a specific period determined to be the most representative. In some instances, more or less than one month's income or expenses OR more or less than the four (4) current consecutive weeks of pay for fluctuating income/expense is used if one month's income or expense is not representative. Other consecutive weeks of pay may be used to determine representative income or expenses, if the most current weeks of pay are not available.
- Periods in which there is little, or no income received, or expenses incurred are not used unless they are determined to be representative.

Representative income and expenses are calculated at the following times:

- at the initial application
- at a recertification (renewal)
- at periodic report when there is a change in the AU's income/expenses
- when there is a change in the AU's income/expenses.

Conversion

Monthly income and expenses are determined by multiplying the representative amounts by the following conversion factors:

- 4.3333 (weekly)
- 2.1666 (bi-weekly)
- 2 (semi-monthly)
- 1 (monthly)



To calculate **fluctuating** semi-monthly income or expenses from a new source, determine the representative weekly amount based on the rate of pay and anticipate the number of hours weekly. Multiply the representative amount by 4.3333 to get the monthly income or expense. Divide the monthly income or expense by 2 to obtain the representative amount of the

pay/expense.

Verification

The best estimate of income or expenses used in determining an AU's benefit amount is based on verification of at least one full month's income or expenses OR the four current consecutive weeks of pay or expenses for fluctuating income or expenses. In some instances, more than one month's income or expenses is not representative of the AU's ongoing situation. Refer to [Chart 3605.1, Minimum Verification Requirements](#).

Verify earned income in the following order:

- First, Truv (Effective July 1, 2024, Truv became the primary source of income verification **if** the customer uses the service **and** certifies the information received from Truv as accurate);

Note: Before July 1, 2024, The Work Number was the primary source.

- Second, pay stubs;
- Third, Form 809 must be completed by the employer or a written statement from the employer; Documentation is required if these are used as a source of verification.
- Fourth, the client's statement of earnings is used as verification (as a last resort) if no other source is available.

If the AU does not have the minimum number of pay stubs for income verification because some are missing, use the year-to-date figures if these amounts are displayed on the other pay stubs.

In order to use year-to-date figures, the AU must provide the paycheck stubs for the pay periods immediately prior to and immediately after the missing paycheck stub.

If, because of a new source of income, the AU cannot comply with the minimum verification requirements specified above, obtain verification of all income received from the first receipt of the new income to the present.

 Refer to [3035 Verification](#) for policy pertaining to acceptable verification sources.

CHART 3605.1 - MINIMUM VERIFICATION REQUIREMENTS

| FREQUENCY OF PAY OR EXPENSE | MINIMUM VERIFICATION REQUIRED |
|---|--|
| Weekly, bi-weekly, or semi-monthly (stable OR fluctuating income or expenses) | One month or 4 current consecutive weeks of income or expenses |
| Monthly | (2) months of income or expenses |
| Irregular | (3) months of income or expenses |

Procedures

Follow the steps below to determine the AU's monthly income and expenses:

- Step 1** Determine the following:
- the type of income or expense; and
 - the frequency with which the income is received, or the expense is incurred (weekly, bi-weekly, etc.).
- Step 2** Verify income or expenses. Refer to [Chart 3605.1](#) for verification requirements.
- Step 3** Compute the representative income or expenses based on the information provided, the AU’s situation, and the worker’s judgement.
- Do not use periods with non-representative amounts to determine ongoing income and/or expenses.
- Step 4** Convert the representative amounts from Step 3 to determine the AU’s monthly gross income and/or expense.
- Step 5** Document the following:
- the type and frequency of the income received and/or expenses incurred;
 - the verification source;
 - the amount of income and/or expenses used in determining the representative amounts;
 - the reason for determining that income received and/or expenses incurred during a period are not representative; and
 - the calculation of the representative amount.

Use the following methodologies to calculate monthly income:

CHART 3605.2 - HOW TO DETERMINE MONTHLY INCOME

| IF | THEN |
|---|---|
| The income is either stable or fluctuating and is received (semi-monthly, weekly, biweekly) | <p>Determine a representative amount of income received for each date received in a calendar month. Compute past, present and anticipated income amounts that represent regular payments received. Convert to a monthly amount by using the appropriate conversion factor.</p> <p>Document case notes. Explain what income was used and why.</p> |
| The income is received monthly | <p>Do not automatically convert the income. Determine the best estimate based on the following criteria:</p> <ul style="list-style-type: none"> • If stable, budget the actual income received in the application, recertification, or periodic report month. • If fluctuating, average the current income. <p>NOTE: Current means the most recent information available to determine the representative income.</p> |

| IF | THEN |
|---|--|
| The income is received less often than monthly (irregularly) | <p>Do not automatically convert the income. Determine the best estimate based on the following criteria:</p> <ul style="list-style-type: none"> • If fluctuating, average the verified income received in the last three months prior to the application, recertification, or periodic report month. • In some instances, use more or less than three months of income if the income received in the three months prior to the application, recertification, or periodic report month is not representative of the ongoing situation. |
| The income is received for a specified period of time | <p>Do not automatically convert the income. Determine a monthly amount based on the period of time the income is intended to cover.</p> <ul style="list-style-type: none"> • To obtain a monthly amount, divide the total income to be received during the life of the contract or agreement by the number of months specified in the contract or agreement. <p>Document case notes. Explain what income was used and why.</p> |
| <p>There is no change in the rate at which the AU has or will receive income</p> <p>AND</p> <p>the income has been or will be received during the month,</p> | <p>Determine a representative amount of income. Convert to a monthly amount using the appropriate conversion factors. Document case notes.</p> |
| <p>There has been a change in the rate at which the AU has or will receive income</p> <p>AND</p> <p>the income has been or will be received during the month,</p> | <p>Do not convert. Use the actual and representative amount of income. Use the actual income for dates that have already occurred AND the representative amount of income for future dates in the month. Document case notes.</p> |
| <p>There is new, interrupted, or terminated income</p> <p>AND</p> <p>the AU has or will receive less than a full month's income,</p> | <p>Do not convert. Use the actual and representative amount of income. Use the actual income for dates that have already occurred AND the representative amount of income for future dates in that month. Document case notes.</p> |

Use the following methodologies to calculate monthly expenses:

CHART 3605.3 - HOW TO DETERMINE MONTHLY EXPENSES

| IF | THEN |
|---|--|
| <p>The expenses are either stable or fluctuating and incurred (semi-monthly, bi-weekly, weekly)</p> | <p>Determine a representative amount of expenses incurred for each date incurred in a calendar month. Compute past, present and anticipated expense amounts that represent the regular expenses incurred. Convert to a monthly amount by using the appropriate conversion factor.</p> <p>Document case notes. Explain what expenses were used and why.</p> |

| IF | THEN |
|--|---|
| The expenses are incurred monthly | <p>Do not automatically convert the expense. Determine the best estimate based on the following criteria:</p> <ul style="list-style-type: none"> • If stable, budget the actual expense incurred in the application, recertification, or periodic report month. • If fluctuating, average the current expenses. <p>NOTE: Current means the most recent information available to determine the representative expense.</p> |
| The expenses are incurred less often than monthly (irregularly) | <p>Do not automatically convert the expense. Determine the best estimate based on the following criteria:</p> <ul style="list-style-type: none"> • If fluctuating, average the verified expense incurred in the last three months prior to the application, recertification, or periodic report month. • In some instances, use more or less than three months of expenses if the expense incurred in the three months prior to the application, recertification, or periodic report month is not representative of the ongoing situation. |
| The expense is incurred for a specified period of time | <p>Do not automatically convert the expense. Determine a monthly amount based on the period of time the expense is intended to cover.</p> <ul style="list-style-type: none"> • To obtain a monthly amount, divide the total expense to be incurred during the life of the contract or agreement by the number of months specified in the contract or agreement. <p>Document case notes. Explain what expenses were used and why.</p> |
| <p>There is no change in the rate at which the AU has or will incur expenses</p> <p>AND</p> <p>the expense has been or will be incurred during the month,</p> | <p>Determine a representative amount of expenses. Convert to a monthly amount using the appropriate conversion factors. Document case notes.</p> |
| <p>There has been a change in the rate at which the AU has or will incur expenses</p> <p>AND</p> <p>the expense has been or will be incurred during the month,</p> | <p>Do not convert. Use the actual and representative amount of expenses. Use the actual expense for dates that have already occurred AND the representative amount of expenses for future dates in the month.</p> |
| <p>There is a new, interrupted, or terminated expense</p> <p>AND</p> <p>the AU has or will incur less than a full month of expenses,</p> | <p>Do not convert. Use the actual and representative amount of expenses. Use the actual expense for dates that have already occurred AND the representative amount of expenses for future dates in that month.</p> |


If an A/R has income or is incurring expenses from more than one source, each source is treated separately in determining if the income/expense is converted to a monthly amount.

CHART 3605.4 - HOW TO DETERMINE MONTHLY INCOME & EXPENSES RECEIVED FROM SPECIFIC

SOURCES

| IF | THEN |
|--|---|
| <p>Child support income is received through the Division of Child Support Services (DCSS),</p> | <p>Determine the monthly amount of income using the last three months of child support income received if representative.</p> <p>If the AU reports a change after representative income has been determined, use the anticipated income to determine the best estimate for future months. Refer to Chart 3605.2 in this section.</p> <p>Effective February 1, 2021, cases that are authorized on February 1 and ongoing will have child support payments budgeted in the month that they are received. Payments received on the last two (2) days of the month from the Division of Child Support Services (DCSS) will no longer be budgeted in the next month.</p> |
| <p>Child support expense is paid through the Division of Child Support Services (DCSS),</p> | <p>Determine the monthly amount of expenses using the last three months of child support paid if representative.</p> <p>If the AU reports a change after representative expenses have been determined, use anticipated expenses to determine the best estimate for future months. Refer to Chart 3605.3 in this section. Refer to 3616 Child Support Deduction for child support deductions.</p> |
| <p>TANF income is received</p> | <p>At application, refer to previous Chart 3605.2, How to Determine Monthly Income.</p> <p>For ongoing months, budget the TANF income that is received for the current month. If the automatic update is incorrect, correct the case with an underpayment or overpayment.</p> |

3610 Food Stamp Budgeting

| | | | | |
|---|--|----------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Food Stamp Budgeting | | |
| | Effective Date: | April 2021 | | |
| | Chapter: | 3600 | Policy Number: | 3610 |
| | Previous Policy Number(s): | MT-58 | Updated or Reviewed in MT: | MT-64 |

Requirements

Food Stamp budgets are computed to determine the assistance unit's (AU) financial eligibility and benefit level.

Basic Considerations

The gross income ceiling (GIC) is 130% of the federal poverty level (FPL). The GIC test is used to determine financial eligibility based on the AU's countable gross income.

AUs that contain at least one member who is elderly or disabled as defined by FS policy are not subject to the GIC test.

Countable gross income is compared to the Gross Income Ceiling (GIC) and is defined as the gross income minus any excluded income types.

The net income limit is 100% of the FPL.

The countable net income is the AU's income after allowing all FSP deductions. Refer to [3611 Deductions Overview](#).

The benefit amount is based on the AU's net countable monthly income.

All of the countable resources and income of each AU member are considered in determining the AU's financial eligibility.

The countable resources and income of the following non-AU members may be considered in determining financial eligibility:

- ineligible aliens
- IPV disqualified individuals
- work sanctioned individuals
- lawbreakers
- enumeration sanctioned individuals

The countable resources and income of an ineligible student are not considered in determining financial eligibility.

Categorically Eligible

The resources of TANF, SSI, and TCOS recipients are not considered in determining FS eligibility. Refer to [3210 Categorical Eligibility](#).

Procedures

Determining Financial Eligibility

Follow the steps below to establish the AU's financial eligibility for food stamps:

- Step 1** Determine the members of the AU. Refer to [3205 Assistance Units](#).
- Step 2** Identify non-AU members whose resources and income must be considered in determining financial eligibility and the benefit level.

- Step 3** Verify the countable resources, income and expenses of the AU members and those identified in Step 2 as required by policy.
- Step 4** Determine if the AU has resources less than or equal to the appropriate resource limit. Refer to [3400 Financial Eligibility Criteria Overview](#) for resource limits.
- Step 5** Complete a FS budget to determine the AU's financial eligibility and benefit amount.

Completing the Budget

Follow the steps below to complete a FS budget:

i In Steps 1-10 leave amounts in dollars and cents. Drop fractions of cents.

- Step 1** Complete the gross income ceiling (GIC) test as follows:
- Subtract income exclusions from the total gross income to get the countable gross income for the AU.
 - If the countable gross income is less than or equal to the GIC, proceed to Step 2.
 - If the countable gross income is greater than the GIC, deny or terminate the FS application or case.
- Step 2** Total the countable gross earned income for the AU.
- Refer to [3625 Budget for an AU with IPV Disqualified or Work Sanctioned Individuals or Lawbreakers](#).
- Step 3** Subtract the earned income deduction from the gross countable earned income to determine the countable net monthly earned income. Refer to [3612 Earned Income Deduction](#).
- Step 4** Total the following:
- the net monthly earned income from Step 3
 - the unearned income of the AU members
 - the unearned income of all sanctioned, disqualified or ineligible individuals
- Refer to [3625 Budget for an AU with IPV Disqualified or Work Sanctioned Individuals or Lawbreakers](#).
- Step 5** Subtract the standard deduction. Refer to [3613 Standard Deductions](#).
- Step 6** Subtract the allowable excess medical deduction for AU members who are elderly or disabled. Refer to [3614 Excess Medical Deduction](#).
- Step 7** Subtract allowable monthly dependent care expenses. Refer to [3615 Dependent Care Deduction](#).
- Step 8** Subtract child support expenses. Refer to [3616 Child Support Deduction](#).

Step 9 Subtract the homeless shelter deduction from the net food stamp income. Refer to [3618 Homeless Shelter Deduction](#).

- If the homeless shelter deduction is applied, proceed to Step 12
- If the homeless shelter deduction is not applied, proceed to Step 10

Step 10 Determine the excess shelter cost as follows:

- Total the allowable shelter expenses to determine the total shelter cost. Refer to [3617 Shelter and Utility Deductions](#).
- Subtract 50% of the AU's monthly income remaining after deductions from the total shelter cost. The remaining amount, if any, is the excess shelter cost.

Step 11 Subtract the excess shelter cost up to the maximum amount allowed.



Allow the full amount of the excess shelter cost as a deduction for AUs with at least one member who is elderly or disabled as defined in the glossary.

Step 12 Round any cents up or down to the nearest dollar. Round up if 50 cents or more. Round down if less than 50 cents. This figure is the AU's net income. Compare the countable adjusted net monthly income of the AU to the net income limit for the AU size. Use the Maximum Net Monthly Income on the first page of the Basis of Issuance Tables. Refer to [Appendix A](#), Financial Standards.

Step 13 If the countable adjusted net income is less than or equal to the net income limit, determine the AU's benefit amount.

If the countable adjusted net income is greater than the net income limit, the AU is not eligible.

Determining the AU's FS Benefit

Compare the countable adjusted net income and AU size to the Basis of Issuance (BOI) table to determine the AU's benefit amount as follows:


- Locate the AU's countable adjusted net monthly income in the table.
- Look under the appropriate AU size column to determine the benefit amount.

Determining the Benefit for a Categorially Eligible AU

If a categorially eligible AU contains one or two members and the net monthly income exceeds the net income limit, issue the minimum benefit amount.

Categorially eligible AUs containing three or more members and whose net monthly income exceeds the net income limit will have their cases denied or closed in the Gateway system.

3611 Deductions Overview

| | | | | |
|---|--|---------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Deductions Overview | | |
| | Effective Date: | April 2021 | | |
| | Chapter: | 3600 | Policy Number: | 3611 |
| | Previous Policy Number(s): | MT-58 | Updated or Reviewed in MT: | MT-64 |

Requirements

Deductions are applied to an assistance unit's (AU's) income prior to determining financial eligibility and benefit level.

Basic Considerations

The following deductions are allowed in determining financial eligibility:

- 20% earned income deduction
- standard deduction
- excess medical deduction
- dependent care deduction
- child support deduction
- excess shelter deduction
- homeless shelter deduction


Deductions are not allowed for expenses paid through reimbursement or vendor payments. Deductions are allowed if they are paid with money loaned to the AU.

Refer to [3620 Budget for an AU with Individuals Who Fail to Comply with Enumeration Requirements](#), [3625 Budget for an AU with IPV Disqualified or Work Sanctioned Individuals or Lawbreakers](#), and [3635 Budget for an AU with Ineligible Aliens or Ineligible ABAWDs](#) for policy regarding allowable deductions in these situations.

To allow a deduction in the Food Stamp Program budget, the expense must be incurred or billed to the AU currently or on an ongoing basis.

 The AU's intent or ability to pay is not applicable.

3612 Earned Income Deduction

| | | | |
|---|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Earned Income Deduction | |
| | Effective Date: | December 2019 | |
| | Chapter: | 3600 | Policy Number: |
| Previous Policy Number(s): | MT-14 | Updated or Reviewed in MT: | MT-58 |

Requirements

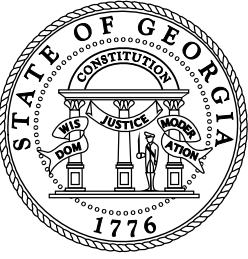
Allow a 20% earned income deduction for assistance units (AUs) with earned income.

Basic Considerations

Apply the 20% earned income deduction to the AU's total countable gross earned income. This deduction is allowed to cover withholdings and work expenses.

Failure to report earned income timely will result in the loss of the 20% earned income deduction. Refer to [3650 Failure to Report Earned Income Budgeting](#).

3613 Standard Deductions

| | | | |
|---|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Standard Deductions | |
| | Effective Date: | October 2024 | |
| | Chapter: | 3600 | Policy Number: |
| Previous Policy Number(s): | MT-74 | Updated or Reviewed in MT: | MT-79 |

Requirements

Apply the appropriate standard deduction to each Assistance Unit (AU).

Basic Considerations

Apply the standard deduction to the AU's total countable income for all AUs.



The standard deductions are adjusted annually based on the Food and Nutrition Service (FNS) cost of living adjustments.


The standard deductions are as follows:

| AU Size | Standard Deduction |
|---------|--------------------|
| 1-3 | \$204 |
| 4 | \$217 |

| AU Size | Standard Deduction |
|-----------|--------------------|
| 5 | \$254 |
| 6 or more | \$291 |

These deduction changes are effective **October 1, 2024, through September 30, 2025.**

3614 Excess Medical Deduction

|  Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|--|--------------------------|-----------------------------------|-------|
| Policy Title: | Excess Medical Deduction | | |
| Effective Date: | May 2024 | | |
| Chapter: | 3600 | Policy Number: | 3614 |
| Previous Policy Number(s): | MT-74 | Updated or Reviewed in MT: | MT-77 |

Requirements

The excess medical deduction is given to an assistance unit (AU) that has at least one eligible member who is elderly (60 years of age or older) or disabled as defined by Food Stamp (SNAP) Program policy.

Basic Considerations

Excess Medical Deduction

Medical expenses incurred by an AU member who is elderly or disabled (as defined in the glossary) are considered when determining the excess medical deduction. If a household has more than one AU member that qualifies for the standard medical deduction or actual medical expenses, the first \$35.00 of medical expenses is excluded only once per month per AU.

Determine the expenses that are for the AU member who is eligible to receive the deduction. The medical expenses of an individual, who was an AU member immediately prior to being hospitalized, institutionalized, or death would be allowed if the AU remains legally responsible for payment of the medical expenses.

If the following conditions are met, allow the medical expense(s):

- The AU member can provide current verification of the medical expense.
- The AU member incurs the expense, even if actual payments have not been made. Medical expenses are allowed as billed, not as paid.
- There is no reimbursement from a third party (health insurance, Medicare, Medicaid, etc.). Any reimbursement amount must be verified.



If an application for Medicaid, financial assistance, or other health insurance coverage is pending, do not allow any medical expenses until the AU's liability for payment of the bill is identified.

- The medical expense has not been allowed as a deduction in a previous SNAP budget. Once an expense is allowed as a deduction it cannot be allowed again.

If the medical expenses are billed through charge accounts (e.g., Master card, VISA, etc.), only the expense is considered as the deduction, not the interest. Count the expense as billed in the month the charge account statement including the charge was received.

Verify the current status of bills turned over to a collection agency and allow the expense if the AU incurs or is billed for the expense, provided the expense has not been previously allowed in a SNAP budget.

Do not shorten an AU's certification period to allow an excess medical deduction.

Community Care Services Costs

The monthly cost share paid by an individual for services received through the Community Care Services Program (CCSP) may be considered an incurred medical expense. The cost share is the maximum amount an individual is required to pay for services in any given month. If the total cost of services received does not equal the established cost share, the individual is responsible only for the actual cost of services. The cost share paid must be for an **allowable** medical expense to be considered a SNAP medical deduction.

Medically Needy Spend Down

The medically needy spend down amount is not a medical expense on its own. The bills used in a medically needy budget may be used as medical expenses if they are allowable medical expenses in the SNAP.

Medical Expenses

Medical expenses are categorized into two types. They are:

- one-time only expenses such as charges for a hospital stay. The non-reimbursable amount of the one-time only expense may be allowed as a deduction in one month only or averaged over the certification period.
- recurring expenses such as the monthly costs for prescription drugs, Medicare premiums, insurance premiums, doctor visits, and transportation costs (mileage driven to and from the doctor or pharmacy). Recurring medical expenses are allowed as a deduction by either varying the basis of issuance (actual expenses each month) or averaging ongoing expenses.

Reimbursement of a medical expense is verified prior to allowing the expense. Verify the amount of reimbursement from a third-party source and subtract it from the total medical expense before allowing the expense as a deduction.

Do not allow a medical expense for nutritional supplements which can be purchased with SNAP benefits. Examples include: Ensure Nutritional Products, Complete Regular Formula, Enrich, Jevity, Osmolite.

Verification

Verify current, non-reimbursable expenses for all AU members who are 60 years of age or older or who are disabled. If the total expenses do not exceed \$35 monthly, then verification is not required.

Verify medical expenses:

- at initial application
- recertification (renewal), Refer to Section 3710, Recertifications (Renewals)
- interim change, Refer to Section 3715, Interim Changes (OR)
- when information is questionable.

Suggested forms of verification are:

- paid receipts;
- written statements from attendants or providers;
- health insurance policies or payment books which indicate type of policy (health) and amount of premium;
- current bills for physician and pharmacy services;
- pharmacy printout for prescriptions;
- Form 840, Medical Transportation Log;
- Explanation of Benefit (EOB) from third party resources (health insurance companies, Medicare).



When using EOB as a third-party source of verification; be sure to verify the current balance or amount incurred by the AU before allowing the deduction.

Documentation

Document the case notes with the following information:

- allowable deductions
- amount of reimbursements and source
- source of verification of medical expense
- calculation of medical deduction
- reason medical expense was not allowed as a deduction.

Medicare Part - D

Medicare Part–D is a prescription drug insurance plan designed to assist Medicare and Medicaid recipients with the high costs of prescription drugs. Enrollment in Medicare Part-D began on 11/15/2005. The Medicare Discount Card Plans are valid until enrollment in Medicare Part-D or 5/15/06, whichever is earlier. The medical expenses of Medicare and Medicaid recipients enrolled in Medicare Part-D prescription drug plans are budgeted using the regular SNAP policy guidelines. For example, co-payments, plan premiums, and deductibles, if any, are allowable expenses for the med-

ical deduction.

All SSI recipients and other low-income recipients receiving ABD classes of assistance will be automatically enrolled in a Medicare Part-D plan.

Those considered low income should pay no premium.

Standard Medical Deduction

Georgia is approved to allow households with an elderly or disabled member with recurring medical expenses in excess of \$35 per month to claim a standard medical deduction (SMD). **Effective October 1, 2023**, the approved SMD is \$161 per month. Only one standard medical deduction can be given per AU.

There are two types of medical deductions that may be applied to elderly/disabled individuals: 1) Standard Medical Deduction and 2) a deduction for Actual Medical Expenses incurred.

- To be eligible for the **Standard Medical Deduction**, households must verify that they incur more than \$35 per month in qualifying medical expenses. The household may verify medical expenses using **one** medical bill that is more than \$35 per month to qualify for the standard medical deduction.



The household does **NOT** have to provide verification of all medical expenses to qualify for the standard medical deduction if one bill is more than \$35.

- Households with recurring medical expenses that are more than \$196 per month may opt to claim **Actual Medical Expenses** and verify all medical expenses. To be eligible for a deduction using actual expenses, the household must verify **all** medical expenses to receive a deduction that is more than the standard medical deduction.

SNAP households will remain eligible for the standard medical deduction at recertification (renewal) if they state that their medical expenses continue to exceed \$35 per month. Verification of medical expenses is not required at recertification (renewal) unless the client's statement is questionable.

Initial Application - To allow the deduction, qualifying expenses in excess of \$35 per month must be verified. If requested verification is not provided, the expense will not be allowed. Households may report expenses in excess of the standard medical deduction, making actual medical expenses the better option. When a client opts for actual expenses, all medical expenses must be verified.

Recertification (Renewal) - Households will remain eligible for the standard medical deduction at renewal as long as the AU reports they still have allowable medical expenses in excess of \$35 per month. Verification will not be required unless the client's statement is questionable. If the standard medical deduction was previously allowed but the A/R failed to report medical expenses on the Alternate recertification form (i.e. did not respond to the medical expense section or checked NO expenses), a telephone contact to determine whether medical expenses will continue is required. If the client cannot be reached by telephone, the case manager will leave a message (when possible) and document the agency's attempt to follow up. The case manager will send the Verification Checklist (VCL) allowing 10 days for the household to respond. If there is no response, the standard medical deduction will be removed, and the case will be completed without the deduc-

tion. When the client opts for actual expenses, all medical expenses must be verified.

Interim Change – There are no new reporting requirements for medical expenses. Verification will be required when the household reports new medical expenses that would qualify the AU for the standard or report expenses in excess of the standard. If requested verification is not provided, the expense will not be allowed as a deduction.

Documentation Requirements

In Gateway, document in client level notes the qualifying expense(s) used when allowing the household, the Standard Medical Deduction. Document the reason why reported medical expenses were not given for potentially eligible AU members, such as current expenses, or non-reimbursed expenses not verified.

The following examples are to be used as a guide when applying the Standard Medical Deduction or a deduction for actual medical expenses to SNAP cases:

Example 1: A/R reports \$998 per month RSDI + \$104.90 recurring pharmacy prescription for elderly AU member. RSDI is verified by BENDEX. Recurring pharmacy prescription is verified by pharmacy printout and is in excess of \$35 per month. **Client is eligible for the standard medical deduction.**

Example 2: At initial application, client reports he is disabled and has a one-time hospital bill that is more than \$35 per month. The client provides a \$250 hospital bill. Using the 12-month certification period to determine the monthly amount, $\$250/12 = \20.83 . The verified monthly medical expense ***is less#** than \$35 month. **Please note:** In order to determine if a **one-time** bill qualifies a customer for the Standard Medical Deduction, the total bill must be averaged over the certification period to determine the monthly amount. This must be documented in the client case notes. **The client is not eligible for standard medical deduction but may receive a one-time deduction for the hospital bill.**

Example 3: At recertification, a client recently approved for Social Security disability provides \$100 one-time doctor bill. Using the 12-month certification period to determine the monthly amount, $\$100/12=8.33/\text{month}$ for this bill. Client also reports recurring prescription costs of \$20 per month and recurring transportation costs of \$10 per month. The total verified medical expenses = \$38.33 ($8.33+20+10 = \38.33). The medical expenses exceed \$35/mo. **Client is eligible for the standard medical deduction using combined prorated and recurring expenses.**

Example 4: Elderly client owns a vehicle and reports he drives 65 miles each month to medical appointments and the pharmacy. $65 \text{ miles per month} \times .67$ (current state mileage rate) = \$43.55 per month for transportation costs. The medical expense exceeds \$35 per month. Client's statement is accepted when mileage is being reported as a medical expense. **Client is eligible for the standard medical deduction.**

Example 5: A disabled client pays a recurring Medicare premium in the amount of \$204.90 per month which is verified via BENDEX. The client indicated during the interview that they have recurring prescriptions that total \$55 per month. The total medical expenses = \$259.90 ($204.90+55 = \259.90).

Because the client's medical expenses exceed \$196 per month and are more than the stan-

dard deduction amount, the client may opt to claim and verify all medical expenses and receive a deduction for actual medical expenses incurred. Claiming actual expenses would be more advantageous to the client vs. allowing the standard medical deduction.

Client deduction claimed with standard medical deduction - \$196-\$35 = **\$161/mo.**


Client deduction claimed with actual medical expenses - \$259.90-\$35 = **\$224.90/mo.**

The household should receive **\$224.90/mo.** as a medical deduction since it is more than what would be received under the standard medical deduction.

Use the following chart to identify allowable medical expenses used in determining financial eligibility:


CHART 3614.1 - ALLOWABLE MEDICAL COSTS

| EXPENSE | EXPLANATION |
|---|---|
| Medical and dental services | Includes psychotherapy, chiropractors, and rehabilitation services. |
| Hospitalization, outpatient treatment, or nursing care | Includes payments by the AU for an individual who was an AU member immediately before entering a hospital, nursing home or before death. |
| Prescription drugs, over the counter medication and medical supplies | Must be prescribed by a licensed practitioner. |
| Sick room or emergency response equipment | May be rented or purchased. |
| Eyeglasses, contact lens, dentures, hearing aids, prostheses | Prescribed by a licensed practitioner. |
| A medical expense paid by a resident of a group living arrangement | Must be separate from food and shelter payments and paid from the resident’s own income. |
| Service animals to assist a disabled AU member | Include the cost of securing and maintaining animal, i.e., food and veterinary bills. Service animals must be specially trained to assist the SNAP recipient in order for its associated maintenance costs to be an allowable deduction. If the animal has not been specially trained, it is not a service animal and its expenses are not allowed as a deduction. |
| Transportation (including doctor and pharmacy visits) and lodging to secure medical treatment or medical services | <p>Mileage driven to and from the doctor’s office and pharmacy to pick up prescriptions may be allowed as a medical deduction if at least one of the household’s vehicles is used for transportation. The vehicle must belong to a member of the SNAP AU. The mileage rate as established for state employees plus parking (when the individual uses a household vehicle) are used to calculate medical transportation costs.</p> <p>Obtain the current mileage rate for state employees. Use actual cost for all other types of transportation (i.e., bus, train, taxi, Uber, Lyft, etc.).</p> <p>NOTE: Client’s statement can be accepted for mileage related to medical transportation.</p> |

| EXPENSE | EXPLANATION |
|--|---|
| Maintenance of an attendant, homemaker, home health aide, childcare services, or housekeeper necessary because of age, infirmity, or illness | Allow the cost of the expense as a medical deduction. In addition, if the AU furnishes the majority of an attendant's meals, deduct an amount equal to the maximum one-person allotment in effect at approval. Update the allotment amount at each recertification. |
| Health, hospitalization, long-term care/nursing home insurance premiums, Medicare supplement premiums, prescription drug insurance | <p>Allow only the portion of the insurance premium that applies to the AU member eligible for the deduction. If specific information on how much of the premium applies to the eligible AU member is not available, prorate the total amount.</p> <p>For long-term care/nursing home insurance premiums, allow only costs that cover medical, nursing home care and live-in attendant care. Costs that cover normal living expenses are not allowed as a deduction.</p> |
| Medicare premiums | <p>A Medicare premium that is paid by the AU member is allowed.</p> <p> When the A/R is approved for or receiving Medicaid, which will pay the Medicare premium, the premium must not be allowed as a deduction in the SNAP budget.</p> |
| Payments by residents of drug/alcoholic treatment centers | Payments must be for separate and identifiable medical costs at the center. |
| The cost of telephone equipment specially equipped for a disabled person | <p>Includes monthly telephonic fees for amplifiers and warning signals, and the cost of typewriter equipment plugged into the telephone system for use by deaf people.</p> <p>A physician's statement is required to verify medical need.</p> |

Use the following chart to determine how to budget one-time only medical expense.

CHART 3614.2 - BUDGETING ONE-TIME ONLY MEDICAL EXPENSES

| IF THE MEDICAL EXPENSE IS | THEN |
|---|---|
| incurred prior to initial application, | <p>allow the current non-reimbursable balance as a medical expense.</p> <p> The deduction can be applied in a month during the application period in which the AU will receive a full month of benefits.</p> |
| incurred, reported, and verified in the application month (could be paid or have an existing balance), | allow the full non-reimbursable amount as a medical expense. |
| incurred, reported, and verified within the current period of eligibility, | allow the full non-reimbursable amount as a medical expense. |
| <p>incurred during the current period of eligibility and reported and/or verified in the last month of the current certification period</p> <p>AND</p> <p>the AU reapplies (in the last month of the current period of eligibility or in the following month),</p> | allow the full non-reimbursable amount as a medical expense in the new certification period. |

| IF THE MEDICAL EXPENSE IS | THEN |
|--|--|
| incurred in a prior certification period but reported and/or verified in the current certification period, | allow the current non-reimbursable balance as a medical expense. |
| paid on an installment plan (does not include charge card or loans), | allow the actual installment amount each month, even if payments extend beyond the end of the period of eligibility. |

i One-time only medical expenses are allowed as a one-time only expense or averaged over the remainder of certification period. The AU has an option to choose.


Use the following chart to determine how to budget recurring expenses.

CHART 3614.3 - BUDGETING RECURRING MEDICAL EXPENSES

| IF | THEN |
|--|--|
| AU member chooses to average ongoing expenses, | <p>determine the monthly non-reimbursable amount of each medical expense.</p> <p>Divide by the number of months the expenses are intended to cover to arrive at a monthly amount that best represents the amount the AU normally pays. Include any intervening months. For example, AU pays \$100.00 every other month for a non-reimbursable prescription. The prescription is intended to cover a 2-month period. Divide \$100.00 by two to obtain a monthly figure of \$50.00.</p> <p>Total the monthly amounts of all non-reimbursable recurring medical expenses. Use a history of recurring expenses to determine monthly expenses. Look at frequency of incurred expense.</p> <p>Allow the monthly expenses as a deduction for the period of time the AU anticipates the expense will continue.</p> |
| AU chooses variable basis issuance, | <p>determine the monthly non-reimbursable cost of each medical expense.</p> <p>The AU must verify the amount of the reimbursable monthly costs each month. The expense is not allowed in any month for which verification is not provided. The benefit amount is adjusted according to the deduction that is determined.</p> <p>Total the monthly amount of all non-reimbursable recurring medical expenses.</p> |

Recurring expenses are allowed as a deduction by either averaging or using variable issuance (actual costs). The AU has an option to choose.

3615 Dependent Care Deduction

| | | | | |
|---|--|--------------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Dependent Care Deduction | | |
| | Effective Date: | October 2020 | | |
| | Chapter: | 3600 | Policy Number: | 3615 |
| | Previous Policy Number(s): | MT-58 | Updated or Reviewed in MT: | MT-62 |

Requirements

The dependent care deduction is allowed when necessary for an AU member to search for, accept, or continue employment, comply with employment and training requirements, attend training or pursue education that is preparatory to employment. Dependent care costs which are fully incurred by the AU (including transportation costs) are allowed as a deduction. Allow the expense even if another adult lives in the home.

Basic Considerations

Deduct the full costs incurred or billed to the AU for children under 18 or incapacitated persons of any age. Dependent care expenses may include the cost of transporting the child or other dependent to or from the provider, for meals, and other costs associated with the care and maintenance of a dependent. Mileage driven to and from the provider may be allowed as a dependent care deduction if at least one of the household vehicles is used for transportation. The vehicle must belong to a member of the food stamp AU. The mileage rate as established for state employees (when the individual uses a household vehicle) are used to calculate dependent care transportation costs. If an AU incurs an expense that can qualify under both medical deduction and dependent care deduction, the cost may be allowed as a medical expense or dependent care expense, not both.

Deduct the full amount incurred or billed to the AU for dependent care. A deduction for dependent care is allowed, when necessary, for an AU member to do any one of the following:

- search for, accept or continue employment
- attend training or pursue education which is preparatory to employment
- comply with Employment and Training (E&T) requirements. Refer to [3360 E&T Participation Requirement](#).

All or any portion of dependent care expenses paid under Title IV of the Social Security Act is not allowable. These payments include:

- Transitional Child Care (TCC)
- Childcare subsidized through the Childcare and Parent Services (CAPS) program.


Do not allow the dependent care expense as a deduction if the expense is paid to an AU member who provides the care.

Dependent care expenses do not include costs that are **separate and identified solely as educational**. Such costs may include the cost of books or instruction materials.

Verification

Client statement may be accepted for dependent care expenses unless the information appears questionable. For example, if a household reports expenses that exceed income, verify dependent care costs through any of the following sources:

- receipt from the provider
- statement from the provider
- subsidized childcare record or by the CAPS worker
- Childcare and Parent Services (CAPS) Disposition and Parent Information Notice OR Child Care Certificate


 Information received from the CAPS Unit is primary verification of the childcare expense billed to the AU. No additional verification is required.

Documentation

Document the following:

- circumstances which entitle the AU to a dependent care deduction
- the children or individuals for whom dependent care is paid
- provider or individuals to whom dependent care is paid, include address and telephone number
- frequency of payment
- date paid

3616 Child Support Deduction

|  Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|--|-------------------------|-----------------------------------|-------|
| Policy Title: | Child Support Deduction | | |
| Effective Date: | May 2024 | | |
| Chapter: | 3600 | Policy Number: | 3616 |
| Previous Policy Number(s): | MT-75 | Updated or Reviewed in MT: | MT-77 |

Requirements

A child support deduction is allowed when an AU member is legally obligated to pay support for children outside of the AU.

Basic Considerations

Legally obligated child support payments paid by an AU member to or for a non-AU member, including payments made to a third party on behalf of the non-AU member, are allowed as a child support deduction.

Deduct the actual monthly amount of legally obligated child support paid by an AU member to or for an individual who is not a member of the same AU. Allowable payments may include:

- Cash payments made directly to or for an individual.
- Support such as the costs of clothing or infant products.
- Direct payments to a third party in lieu of child support payment.

Verify the:

- legal obligation to pay child support, and
- amount legally obligated to pay, and
- current payment.

The following sources may be used to verify the legal obligation to pay child support:

- Court order
- Order issued through an administrative process
- Divorce or separation documents
- Verbal confirmation of existing documents from a knowledgeable source, such as the Division of Child Support Services (DCSS), probation officer, court officer or other official source.

Budgeting Child Support Deduction

The following types of sources may be used to verify the amount of actual child support paid during the most current three-month period.

- Receipts
- Checks
- Personal money logs
- Administrative records
- Statement from individual paying the support
- Division of Child Support Services (DCSS) computer matches or records.

To allow past due child support as a deduction, the amount that is past due must be verified and not have been deducted in a previous SNAP budget.

Also verify the legal obligation to pay the past due amount if it was not established by the original child support document.

Alimony is **not allowed** as a child support deduction.

Verify:


- at initial application;
- at recertification. Refer to Section [3710 Recertifications \(Renewals\)](#);

- at interim change. Refer to Section [3715 Interim Changes](#);
- at periodic reporting. Refer to [3730 Periodic Reporting](#);
- or when the information is questionable.

Document the child support deduction as follows:

- source of verification of the legal obligation to pay child support and the amount legally obligated to pay.
 - source of verification for dates and amounts of actual child support payments for the most current three-month period.
 - budgeting process and amount of child support deduction to be used in current and/or ongoing month's budgets.

3617 Shelter and Utility Deductions

| | | | | |
|--|--|--------------------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Shelter and Utility Deductions | | |
| | Effective Date: | October 2024 | | |
| | Chapter: | 3600 | Policy Number: | 3617 |
| | Previous Policy Number(s): | MT-78 | Updated or Reviewed in MT: | MT-79 |

Requirements

Monthly shelter expenses in excess of 50% of the Assistance Unit's (AU) income after other deductions may be allowed, not to exceed the maximum shelter deduction. AU's containing an elderly/disabled member may be allowed the shelter deduction in excess of the maximum standard.

Basic Considerations

The excess shelter deduction is the monthly shelter costs in excess of 50% of the AU's income after all other deductions have been considered.

Excess Shelter Deduction

Do not allow more than \$712 per month as an excess shelter deduction.

- i** If at least one individual in the AU is 60 years of age or older or is **SNAP Disabled**, allow the full amount of the excess shelter expense as a deduction.
- i** If the head of the household is homeless, the entire Applicant Group will be considered a homeless household. If a homeless household incurs or expects to incur an allowable shelter expense during the month, they are potentially eligible for the homeless shelter deduction. **See [3618 Homeless Shelter Deduction](#).**

Shelter Expense

Charges for the shelter occupied by the household, including rent, mortgage, condo, and association fees, or other continuing charges leading to the ownership of the shelter such as a loan repayment for the purchase of a mobile home, including interest on such payments may be allowed as a deduction.

Refer to [Chart 3617.1, Allowable Housing Expenses](#), in this section. Address housing expenses at **initial application, recertification (renewal), periodic reporting (when applicable), and interim change**.

Effective **July 1, 2024**, third-party verification is required for all SNAP shelter expenses, including Senior SNAP. This applies to applications, recertifications (renewals), periodic reports, and interim changes received on or after 7/1/2024. Shelter expenses must be verified for periodic reports **if** a change is reported.

Refer to [3035 Verification](#). Use the following suggested sources as verification if the expense is questionable:

- current lease
- rent receipt
- mortgage statement or payment book
- collateral statement from landlord
- insurance bill or receipt
- property tax bill or receipt
- utility bill (to verify actual utilities)

 This is not an all-inclusive list.

Temporarily Unoccupied Residence

If the shelter is temporarily unoccupied by the AU due to employment or training away from home, illness, or abandonment caused by natural disaster or casualty loss, the costs of the vacated home may be included in the AU's current costs if the AU:

- intends to return to the home
- the current occupants of the home are not claiming shelter costs for SNAP purposes
- the home is not rented or leased during the AU's absence.

The SUA may only be allowed for the residential home, not the unoccupied home. Actual utility costs may be allowed for the temporarily unoccupied home.

If the shelter expense is part of a payment that includes other costs such as a bankruptcy payment, the entire payment is allowed as a deduction, if the shelter is not a separate and/or identifiable amount.

In situations in which housing costs are shared among two or more separate households that live

together, allow the amount incurred by each separate AU as a housing deduction.

Shared Housing Expenses

In situations in which housing costs are shared among two or more separate households that live together, allow the amount incurred by each separate AU as a housing deduction.

AUs sharing rental-housing costs with a separate household may be allowed the amount that the AU incurs (is responsible for paying) for rent as a shelter cost. If the other household gives the AU its portion of the rent payment to add to the AU's portion of the rent to make a rent payment to the landlord, exclude it as income.

Payments made from one AU to the other (regardless of ownership) are not considered income if multiple households share expenses.



 If the amount received from other AUs is more than the monthly housing costs and not considered payment toward utility expenses, determine if the excess would be counted as a type of income.

CHART 3617.1 - ALLOWABLE HOUSING EXPENSES

| ALLOWABLE | NOT ALLOWABLE |
|--|---|
| <p>MORTGAGES</p> <ul style="list-style-type: none"> • First and any subsequent mortgages (houses, condominiums, and mobile home units) • Condo, association fees • Homes equity loans • Loans for which the home is used for collateral, including interest <p>RENT</p> <ul style="list-style-type: none"> • Monthly payments, apartment or houses • Lot rent for mobile housing units <p>TAXES</p> <ul style="list-style-type: none"> • Property (state and local), yearly amount prorated annually to determine monthly amount • Ad valorem for mobile housing unit homes, campers, or vehicles, if used as primary residence <p>INSURANCE</p> <ul style="list-style-type: none"> • Homeowner’s payments covering structure only, not contents. (If the amounts cannot be separate, allow the total amount and prorate over the period of time it is intended to cover). • Mobile home units, if primary residence <p>TEMPORARILY UNOCCUPIED RESIDENCE</p> <p>All shelter costs (including actual utilities) when employed away from home, illness, natural disaster, or casualty loss AND the AU intends to return.</p> <p> This also includes periods while the home is under repair. These costs are allowed in addition to current shelter costs.</p> <p>MISCELLANEOUS</p> <ul style="list-style-type: none"> • Bankruptcy payments • Repairs due to natural disaster, exceeding any reimbursements | <ul style="list-style-type: none"> • Penalty payments (late fees) • Basic maintenance • Down payments • Discount points • Closing costs • Service Fees for paying bills in installments • Security deposits • Membership fees for homeowner’s insurance (i.e., Farm Bureau) • Insurance on household / personal goods (i.e. renter’s insurance) • Costs of a house not actually occupied by the AU unless costs meet the criteria as stated under allowable expenses in this chart • Repairs/Replacements because of wear or mechanics • Site preparation to locate or setup a mobile home, tag tax on a mobile home or camper that is considered to be a vehicular tax |

Heating/Cooling Standard Utility Allowance

Determine if the AU is eligible for the H/C SUA.

The H/C SUA is \$394. The H/C SUA includes costs for the following utilities:

- heating/cooling expenses
- water/sewage, installation and maintenance for well or septic tank

- electricity
- cooking fuel
- cost for one telephone, owned or leased
- garbage and trash collection fees
- excess utility costs for AUs in public housing which include either a heating or cooling expense



The following are examples of allowable costs for installation and maintenance of well(s) or septic tank(s):

- installation, repair, replacement of a septic tank
- septic tank cleaning services
- biological additives for a septic tank and purchased on a regular basis that decompose waste for preventive maintenance or to resolve problems
- installation, repair or replacement of corresponding drainage field pipes
- installation of well
- installation, repair or replacement of a pump for a well
- installation, repair or replacement of pressure tanks for a well
- installation, repair or replacement of power units for a well, such as a windmill or electrical unit
- installation, repair or replacement of the system and its parts of a whole house water filtration system related to a well

The H/C is based on incurring either or both of the following heating or cooling expenses:

- cooling expense
 - window air conditioner
 - central air conditioner
- heating expense
 - heating fuel (gas, kerosene, etc.)
 - electricity
 - purchased wood
 - steam heat
 - space heater (if primary source of heat)

Accept the AU's statement as verification for the H/C SUA unless questionable.



The cost(s) of incidentals associated with heating or cooling expenses, such as chain saws to cut wood, oil or gas for chain saws, are not allowable utility expenses.

Allow the H/C SUA if the AU:

- is billed or expects to be billed in the next 12 months for a heating or cooling cost separate from

the rent or mortgage

- received a low-income energy assistance payment (LIHEAP) in the last 12 months at the current address.



The LIHEAP payment must be an amount greater than \$20/year in order to qualify for the H/C SUA based on this payment

- is billed or expects to be billed for an excess heating/cooling expense in any housing

Limited Standard Utility Allowance

Determine if the AU is eligible for the LSUA.

The LSUA is \$349 and includes costs for the following utilities:

- cooking fuel costs
- electricity not used to heat or cool the residence
- cost for one telephone
- water/sewage, installation and maintenance for well or septic tank
- garbage and trash collection
- excess non-heating/cooling utility costs for AUs living in any housing Allow the LSUA if either of the following applies to the AU:
 - is billed/expects to be billed for at least two utility costs are not used to heat or cool and are billed separately from the rent or mortgage
 - is billed/expects to be billed for a non-heating/non-cooling excess utility costs in any housing

Accept the AU's statement as verification for the Limited SUA unless questionable.

Actual Utilities

Allow the AU to use the cost of actual monthly utilities when only one utility expense is incurred other than heating and/or cooling and the AU provides verification of the actual utility expense. Only an actual utility expense may be divided among AUs that share the utility costs.



Refer to Temporarily Unoccupied Residence.

Determine the actual utility expense deduction by receiving third-party verification of the actual costs of any one of the following:

- electricity
- water/sewage, installation and maintenance for well or septic tank
- garbage/trash collection

Verify actual utilities using bills for the dwelling from the previous 12 months. Verification sources of actual utilities may include:

- current bills or receipts from the utility provider, including a budget billing amount from the

utility company

- a statement from the landlord showing that the AU has incurred a utility expense

i This list is not all inclusive.

Compute an average actual monthly utility expense as follows:

- Total the verified expenses for the most recent 12-month period
- Divide the total by twelve to obtain the average actual monthly utility expense

Telephone Standard for the Cost of One Basic Service Fee

The telephone standard is considered a utility standard and if the cost is shared, each AU may receive the telephone standard. The telephone standard of \$46 is included in the SUAs. If the AU incurs only a telephone expense, the telephone standard is used to allow the deduction. The telephone may be a cellular or installed phone.

i See [Chart 3617.3, Shared Utility Expenses](#).

The telephone standard is not allowed if the AU incurs the cost of long-distance telephone service only or only a telephone expense as a usage fee (e.g., hotel).


i If allowing the telephone standard, the AU's statement will serve as verification, unless questionable.

PHONE STANDARD

| IF | THEN |
|---|--|
| An AU only pays on the phone bill for the home phone (land or cell) and the dwelling is not eligible for the H/C SUA or the LSUA | The AU is eligible for the phone standard |
| An AU only pays on the phone bill (land or cell) that is the only phone used by the dwelling and the dwelling is eligible for the H/C SUA | The AU is eligible for the H/C SUA |
| An AU only pays on the phone bill (land or cell) that is the only phone used by the dwelling and the dwelling is eligible for the LSUA | The AU is eligible for the LSUA |
| An AU only pays on the phone bill (land or cell), and there is a different phone that is used by the dwelling, and the other AU members do not receive SNAP | The AU is eligible for the phone standard |
| An AU only pays on the phone bill (land or cell) and there is a different phone that is used by the dwelling. The other HH members do receive SNAP and claim an SUA | The AU is not eligible for any utility deduction |

CHART 3617.2 - WHEN TO USE AN SUA AND ACTUAL UTILITY EXPENSES

| IF | THEN | SUA OR ACTUAL COSTS INCLUDE |
|--|---|--|
| <p>the AU incurs or expects to incur a heating or cooling expense separately from rent or mortgage</p> <p>OR</p> <p>the AU has received LIHEAP in the past 12 months at the current address</p> <p>OR</p> <p>the AU lives in any housing and incurs or expects to incur excess utility costs, which include a heating or cooling expense</p> | <p>the AU is eligible for the H/C SUA</p> | <ul style="list-style-type: none"> • heating • cooling • water/sewage, installation and maintenance for well or septic tank • electricity • cooking fuel • basic service for one telephone • garbage collection |
| <p>the AU incurs or expects to incur two or more non-heating or non-cooling utility costs</p> <p>OR</p> <p>the AU lives in any housing and is billed for an excess non-H/C expense (e.g. as excess water)</p> | <p>the AU is eligible for the LSUA</p> | <ul style="list-style-type: none"> • cooking fuel • electricity not used for heating or cooling • basic service for one telephone • water/sewage, installation and maintenance for well or septic tank • garbage collection |
| <p>the AU incurs one utility expense</p> <p>AND</p> <p>the AU provides 12 months of verification for the utility expense(s) for the current address</p> | <p>the AU is eligible for a deduction for the actual expense</p> <p> Actual utility cost must be verified by a third-party source. If the actual expense is not verified, do not allow</p> | <p>AU incurs one of the following:</p> <ul style="list-style-type: none"> • cooking fuel • electricity not used for heating or cooling • heating • cooling • water/sewage, installation and maintenance for well or septic tank • garbage collection |
| <p>the AU incurs a utility expense for a telephone only</p> | <p>the AU is eligible for the telephone standard</p> | <p>basic service for one telephone</p> |

 Refer to [Chart 3617.3, Shared Utility Expenses](#), for policy regarding AU’s that share utility expenses.

Shared Utility Expenses

Use the guidelines in [Chart 3617.3, Shared Utilities Expenses](#) to determine how to consider utility expenses that are shared by separate households. Each household is not required to receive benefits in order for utility costs to be considered shared.

Situations which define sharing the cost of utilities among separate households include:


- a household pays a set amount towards the cost of utilities

- household pays a portion of a utility expense
- a household pays one or more of the utility expenses Allow the appropriate utility standard.

CHART 3617.3 - SHARED UTILITY EXPENSES

| IF | THEN |
|---|---|
| separate households (including the AU) live in the same dwelling and share common living areas, such as kitchen and bathroom facilities This situation may occur with roommates or family members. | allow the appropriate SUA for each AU separately |
| separate households (including the AU) do not live in the same dwelling but share utility meters such as an AU living in a trailer near a house or in a separate apartment in a house | allow the appropriate SUA for each AU separately |
| more than one AU is sharing the cost of one utility expense | <ul style="list-style-type: none"> • determine if the dwelling incurs only one utility expense and is eligible for the actual utility deduction • determine if AUs are sharing the cost of the utility expense • allow each AU its share of the actual cost. If the actual amount being incurred cannot be determined, divide the total cost by the number of AUs sharing. |

3618 Homeless Shelter Deduction

| | | | |
|---|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Homeless Shelter Deduction | |
| | Effective Date: | October 2024 | |
| | Chapter: | 3600 | Policy Number: |
| Previous Policy Number(s): | MT-74 | Updated or Reviewed in MT: | MT-79 |

Requirements

The homeless shelter deduction is an option for homeless households that are not receiving free shelter throughout the month.

Basic Considerations

If the head of household is homeless, the entire Applicant Group will be considered a homeless household. If a homeless household claims an allowable shelter expense at or below the homeless shelter deduction amount of \$190, they are eligible for the homeless shelter deduction.

If a homeless household claims an allowable shelter expense that is greater than the homeless shelter deduction amount, the Assistance Unit (AU) may be eligible for the excess shelter deduction and/or standard utility allowance. **See [3617 Shelter and Utility Deductions](#).**

Homeless households **cannot** receive both the homeless shelter deduction and the excess shelter deduction and/or standard utility allowance. Only one deduction can be applied to each AU. Homeless households that do not incur or expect to incur shelter costs throughout the month are not eligible for a shelter deduction.

i *Gateway will determine if a household's benefits will be higher under the homeless shelter deduction or the excess shelter deduction at application, recertification (renewal), interim change, and if a change is reported at periodic reporting. Gateway will apply the appropriate deduction based on which one is most beneficial to the AU.*

A household is considered homeless if it lacks a fixed or regular nighttime residence or a household's primary nighttime residence meets one of the following below:

- A halfway house or similar institution that provides a temporary residence for individuals intended to be institutionalized;
- A temporary accommodation for not more than 90 days in the residence of another individual;
- A place not designed for, or ordinarily used, as a regular sleeping accommodation for human beings (i.e., a hallway, a bus station, a lobby, or similar places);
- A supervised shelter designed to provide temporary accommodations for homeless individuals.

Applying the Homeless Shelter Deduction

If a homeless shelter deduction is the most beneficial deduction for the customer and is applied to the budget (in lieu of the excess shelter expense deduction), the \$190 homeless shelter deduction must be subtracted from the net income in determining eligibility and allotments for the household. The homeless shelter deduction is applied to the budget after all other standard SNAP deductions have been applied to the earned or unearned income.

Allowable Expenses

The household must have allowable expenses to qualify for the homeless shelter deduction. The following list contains some typical expenses that are considered in determining allowable expenses for the homeless shelter deduction. The list is not all inclusive:

- payments to a homeless shelter
- payments to a motel, hotel, or extended stay for temporary lodging
- payments to family or friends in exchange for temporary housing (less than 90 days)
- payments on their vehicle (for customers residing in their vehicles only)

i If the homeless household's only expense is a telephone expense, only allow the Telephone Standard. **See 3617 Shelter and Utility Deductions.**

Verification


Client statement is acceptable verification, unless questionable, to apply the Homeless Shelter Deduction. Third-party verification is required to allow the excess shelter deduction. If verification is not returned, the client will not receive their deduction.

Documentation Requirements

The eligibility worker must document the criteria used to determine that the AU meets the definition of homeless and the allowable shelter expense(s) reported by the AU to qualify for the homeless shelter deduction.

Gateway will determine which deduction (Homeless Shelter Deduction or the Excess Shelter Deduction) is the most beneficial (has the greater dollar amount) and automatically apply that deduction. No verification is required for the homeless shelter deduction, unless questionable. If the eligibility worker finds the shelter expense questionable, documentation is required in the case notes in Gateway stating why the expense is questionable.

3620 Budget for an AU with Individuals Who Fail to Comply with Enumeration Requirements

|  Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|---|--|-----------------------------------|-------|
| Policy Title: | Budget for an AU with Individuals Who Fail to Comply with Enumeration Requirements | | |
| Effective Date: | December 2019 | | |
| Chapter: | 3600 | Policy Number: | 3620 |
| Previous Policy Number(s): | MT-1 | Updated or Reviewed in MT: | MT-58 |

Requirements

An individual who fails to comply with enumeration requirements is sanctioned and is not eligible to be included in the AU.

Basic Considerations

Exclude an enumeration sanctioned individual from the AU count when determining resource limits, income limits and allotment levels.

Resources of the sanctioned individual are counted in their entirety toward the remaining AU members.

A pro rata share of the income of the enumeration sanctioned individual is counted as income to the remaining eligible AU members. If only eligible members have income, do not prorate it.

An eligible AU member's income is not prorated to an ineligible member.

If expenses are paid by or billed to only the sanctioned member, prorate the deductions. If expenses are paid by or billed only to the eligible members, allow the full amounts of the deductions.


 The full amount of the H/C SUA or non-LSUA is always allowed, if appropriate.

The standard deduction is never prorated.


Procedures

Follow the steps below to compute the income and determine the benefit level of an AU that contains an enumeration sanctioned individual:

- Step 1** Subtract allowable income exclusions from the sanctioned individual’s gross income.
 - Step 2** Divide the remaining allowable income equally among all of the AU members including the enumeration sanctioned individual, other sanctioned/disqualified AU members and any ineligible aliens or students.
 - Step 3** Count all but the sanctioned individual’s pro rata share as income to the AU.
 - Step 4** Allow the 20% deduction to the prorated earned income available to the remaining AU members.
 - Step 5** Allow the full standard deduction.
 - Step 6** Divide the shelter, dependent care and child support expenses which represent costs billed to or paid by the sanctioned individual equally among the AU members, including the sanctioned individual, other sanctioned/disqualified AU members and other ineligible aliens or students.
 - Step 7** Count all but the sanctioned individual’s pro rata share as a shelter, dependent care, and/or child support deduction for the remaining eligible AU members. Do not prorate the H/C SUA or LSUA, if used in the budgeting process.

Do not allow the excess medical deduction if the enumeration sanctioned individual is the AU member eligible for the deduction.
-  Do not exceed the shelter/utility cap in the computation if the sanctioned individual is the only AU member eligible for unlimited shelter/utility deductions.
- Step 8** Determine the benefit level without the enumeration sanctioned individual included in the size of the AU.
 - Step 9** Document case notes with the appropriate information.

3625 Budget for an AU with IPV Disqualified or Work Sanctioned Individuals or Lawbreakers

| Georgia Division of Family and Children Services SNAP Policy Manual | | | | |
|---|-----------------------------------|--|-----------------------------------|-------|
|  | Policy Title: | Budget for an AU with IPV Disqualified or Work Sanctioned Individuals or Lawbreakers | | |
| | Effective Date: | March 2020 | | |
| | Chapter: | 3600 | Policy Number: | 3625 |
| | Previous Policy Number(s): | MT-58 | Updated or Reviewed in MT: | MT-60 |
| | | | | |

Requirements

An individual found to have committed an Intentional Program Violation (IPV), determined to be a lawbreaker or who has failed to comply with FS work requirements is not eligible to be included in the assistance unit (AU).

Basic Considerations

Exclude the disqualified, lawbreaker **OR** work sanctioned individual from the AU when determining resource limits, gross and net income limits and benefit levels.

Countable resources and income are counted in their entirety toward the remaining eligible AU members. The income of a disqualified or sanctioned individual receives all of the allowable deductions.

Refer to [3315 Intentional Program Violations](#), [3310 Lawbreakers](#) and [3380 Failure to Comply with Work Requirements](#).

Procedures

Follow the steps below to compute the income and determine the benefit level of an AU that contains a disqualified or sanctioned member:

- Step 1** Subtract allowable income exclusions from the disqualified or sanctioned individual's income.
- Step 2** Include all of the countable income of the individual found to have committed the IPV or who failed to comply with work requirements or who is a lawbreaker.
- Step 3** Exclude the disqualified or sanctioned individual from the AU count when determining income and resource limits and the benefit level.
- Step 4** Add the countable income of the disqualified or sanctioned individual to the countable income of the remaining AU members.
- Step 5** Allow the following deductions if appropriate, to all eligible and ineligible AU members:
 - Earned income deduction
 - Standard deduction (for the AU size)
 - Excess medical deduction
 - Child support deduction
 - Dependent care deduction
 - Excess shelter deduction

Step 6 IPV Disqualified AU Member

Provide the AU with adequate notice of an IPV disqualification. Timely notice is not required. Include in the notice the information listed below:

- the new benefit amount
- the period of the disqualification

Lawbreakers or Work Sanctioned Individuals

Provide the AU with timely notice. Include in the notice the following information listed below:

- the new benefit amount
- the period of the disqualification or sanction

Step 7 Impose the disqualification or sanction effective for the appropriate month.



If a court order specifies the date for initiating an IPV disqualification period, comply with the court order. Otherwise, use the OPIC decision date to determine the month an IPV disqualification period begins. The IPV disqualification period begins with the month following the month in which the OPIC decision is made.


Step 8 Determine over issuances if the disqualification or sanction is not imposed for the appropriate month or by the date in the court order.

Step 9 Continue the disqualification or sanction once it is imposed until the disqualification period is completed even if the AU is not receiving benefits.

Step 10 Upload the pertinent documents in the Document Imaging System (DIS).

Step 11 Document case notes with the appropriate information and update the Gateway system.

3630 Budget for an AU with Sponsored Aliens

| Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|---|-----------------------------------|--|---|
|  | Policy Title: | Budget for an AU with Sponsored Aliens | |
| | Effective Date: | December 2019 | |
| | Chapter: | 3600 | Policy Number: 3630 |
| | Previous Policy Number(s): | MT-27 | Updated or Reviewed in MT: MT-58 |

Requirements

An alien lawfully admitted into the U.S. for permanent residence under an agreement with a spon-

sor may have the income and resources of the sponsor considered in determining eligibility for food stamp benefits.

Basic Considerations

A sponsor is a person or organization that executes an Affidavit of Support on behalf of the alien as a condition of the aliens' entry into the U.S.

Most sponsored aliens enter the United States as lawful permanent residents. Sponsors who file the Affidavit of Support agree to provide the financial support necessary to maintain the alien at an income that is at least 125% of the federal poverty level. In many situations sponsored aliens are family members of the sponsor. Not all sponsors agree to financially support the alien. This is the case with some organizations or churches that may only agree to help the alien enter the country but do not agree to provide support. Refugees, asylums, and parolees are not usually sponsored aliens.

Deeming

The immigrant's sponsor and the sponsor's spouse (who has signed a legally binding affidavit of support) will have their income and resources counted as a part of the immigrant's own income and resources when determining the immigrant's eligibility and benefit amount. Attribution of the sponsor's income and resources to the immigrant is called deeming. Deeming is not done for AU members who are sponsored by an agency.

Verification of whether an immigrant has a sponsor who has signed a binding affidavit of support is obtained by submitting to INS, the Document Verification Request and Supplement, INS Form G-845 and G-845 Supplement, and requesting completion of block #7 - Affidavit of Support. Information provided by the INS includes the name, social security number, and address of the immigrant's sponsor.

Pending verification, the State agency does not delay, deny, reduce or terminate the individual's eligibility for benefits on the basis of the individual's immigration status.

The deeming requirements apply only to immigrants whose sponsor has signed a legally binding affidavit of support, known as the 213A, Affidavits - Form I-864 or I-864A, on or after December 19, 1997.

Deeming is not applied if an affidavit of support was signed prior to December 19, 1997. These affidavits of support are not considered legally binding.

Who is exempt from Deeming

The following groups of aliens are not subject to deeming rules:

- **An immigrant whose sponsor has not signed a legally binding affidavit of support as discussed above.**
- **Immigrants without sponsors:** In general, legal immigrants who enter the country under provisions of immigration law other than the family-sponsored categories do not have sponsors that incur a liability when the immigrant obtains means-tested benefits. Included in this group

are refugees, asylums, parolees, Cuban/Haitian entrants, conditional entrants and aliens sponsored by agencies.


- **Battered Spouse or Child Exception:** Deeming also does not apply during any 12-month period if the alien is a battered spouse, battered child or parent, or child of a battered person, providing the battered alien lives in a separate household from the person responsible for the battery. The exemption can be extended beyond the 12-month period if the alien demonstrates that the battery is recognized in a court or administrative order and if the agency administering the benefits determines that the battery has a substantial connection to the need for benefits.
- **Sponsor in same food stamp household:** If the sponsor lives in the same AU as the alien, deeming does not apply because the sponsor's income and resources are already counted. However, if the sponsor receives food stamps in another household, deeming is applicable.
- **Ineligible Member:** If the sponsored alien is ineligible for food stamps because of immigration status, the sponsor's resources and income are not deemed. If the alien AU member does not wish to provide information about the sponsor, the alien AU member may voluntarily become an ineligible alien for eligibility determination. Refer to [3635 Budget for an AU with Ineligible Aliens or Ineligible ABAWDs](#).
- Children who are qualified aliens and under age 18.
- **Immigrant whose deeming period has ended.** Deeming of the sponsor's resources and income last until the following occurs:
 - The sponsored immigrant becomes a naturalized citizen;
 - The sponsored immigrant can be credited with 40 qualifying quarters of work;
 - The sponsored immigrant is no longer a lawful permanent resident (LPR) and leaves the U.S.;
 - The sponsored immigrant meets one of the exemptions listed above; or
 - The sponsor or the sponsored immigrant dies.
- **Indigent Alien AU.** If the total monetary value of the alien's assets is 130% of the FPL for the alien's AU size, the alien's AU is considered to be indigent. Do not deem the sponsor's resources and income to the alien's AU when determining eligibility and benefit level. The indigent determination is renewable every 12 months after a full review.

Determining Indigence


Take the following steps to make a determination of indigence:

Step 1 Determine if the sponsored alien is indigent. (Indigent Determination)

- Total income of alien's AU.
- Add cash or In-Kind payment from sponsor.
- Add cash or In-Kind payment from others.
- Obtain a total mandatory value of all of the above.
- Compare total value to 130% of the FPL.

 Use the best possible information available to determine the monetary value of an in-kind payment. A statement from the source of the in-kind payment, AU's statement, and third-party documents may be used as verification. Verification is not required if no support is received from the sponsor.

Step 2 Report the indigent alien to the U.S. Attorney General. Use the attached form letter to notify the Attorney General. Inform the alien AU that their names and addresses, and the names and addresses of their sponsor will be provided to the U.S. Attorney General.


 If the alien AU member does not wish to have information about the alien or the alien's sponsor reported to the attorney general, the AU member may voluntarily become an ineligible alien for the eligibility determination. Refer to [3635 Budget for an AU with Ineligible Aliens or Ineligible ABAWDs](#).

Notify the U.S. Attorney General by mailing a written notice of the determination for public assistance, the name of the sponsored immigrant, and the name of the sponsor to the following address:

U.S. Immigrant and Naturalization Service Statistics Division
425 First Street, N.W., Room 4034
Washington, D.C. 20536

RE: "Determination under 421(e) of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996."

Determine the alien AU's eligibility for benefits using normal processing standards.

 FSP financial eligibility policy is not used in the indigent determination. Monetary sources that are excluded (in-kind payments) when determining FSP eligibility and benefit level are not excluded in the indigent determination.

If the sponsored alien is not considered indigent, use the deeming budgets in Section 3630 to determine the alien AU's eligibility and benefit level. Do not report these cases to the U.S. Attorney General.

Budgeting

Follow the budgeting procedures provided in this section, if a sponsor's and sponsor spouse's resources and income are deemed to an alien's AU.

Resources

Follow the steps below to determine the amount of resources to apply.

- Step 1** Determine the total nonexempt, non-excluded liquid and non-liquid resources of the sponsor and the sponsor's spouse.
- Step 2** Subtract \$1500 from the total determined in Step 1.
- Step 3** Divide the results of Step 2 by the number of aliens applying for or receiving food stamps and for whom this sponsor is sponsoring. This step determines the value of the countable resources assigned to each alien.
- Step 4** Add the alien AU's countable resources to the countable resources from Step 3 for each alien who is a part of the sponsored alien's AU.
- Step 5** Compare the sponsored alien's resources to the appropriate FSP resource limit.

Income

Follow the steps below to determine the amount of income to count in the alien's AU:

- Step 1** Determine the amount of countable gross earned income of the sponsor and the sponsor's spouse.
- Step 2** Subtract 20% from the total countable gross earned income.
- Step 3** Determine the amount of the countable unearned income of the sponsor and the sponsor's spouse.
- Step 4** Add the results of Step 2 and Step 3 together.
- Step 5** Subtract the food stamp maximum gross monthly income amount for an AU equal to the size of the sponsor's dependents which includes: the sponsor's spouse and/or any other person who is claimed or could be claimed by the sponsor or the sponsor's spouse for federal income tax purposes.
- Step 6** Divide the result of Step 5 by the number of aliens who are applying for and/or receiving food stamps and whom this sponsor sponsors.
- Step 7** Add the alien AU's countable unearned income to the countable unearned income determined in Step 6 for each alien who is a part of this sponsored alien's AU.
- Step 8** Count the total amount of unearned income determined in Step 7 in the food stamp budget of the sponsored alien.



Any money paid directly to the alien by the sponsor or sponsor's spouse that exceeds the amount to be deemed to the alien and/or alien's AU is counted as unearned income in addition to the deemed income.

Procedures

Use the chart below to apply Food Stamp Program policy to a sponsored alien's situations.

CHART 3630.1 - SPONSORED ALIENS

| IF | THEN |
|--|---|
| the alien is sponsored by a public or private organization | do not deem any income to the alien from the organization or group. Determine the alien's eligibility for FS based solely on the alien's income and resources. |
| the sponsor also sponsors other aliens | divide the total income and resources to be deemed, if any, from the sponsor by the number of alien AU members applying for or receiving food stamps. Refer to Food Stamp budgeting procedures in this chapter. |
| the alien changes sponsors | Recalculate the amount to be deemed, if any, based on the new sponsor's income and resources. |
| the alien fails to obtain the sponsor's cooperation or to provide needed information | the sponsored alien is ineligible to be included in the AU. Establish the eligibility of the remaining AU members whose eligibility is not affected by the income/resources of the sponsor. Refer to 3635 Budget for an AU with Ineligible Aliens or Ineligible ABAWDs for treatment of an ineligible alien's income and resources. |
| the sponsor dies | delete the sponsor's income and resources from the budget. |
| the alien loses his sponsor (the sponsor revokes the sponsorship agreement) | continue to budget the previous amount of sponsor deemed income until the alien obtains a new sponsor. |
| the sponsor's whereabouts are unknown | the sponsored alien is ineligible for that period of time for which the sponsor is liable for support. Establish eligibility of the remaining AU members whose eligibility is not affected by the income/resources of the sponsor. Refer to 3635 Budget for an AU with Ineligible Aliens or Ineligible ABAWDs for treatment of an ineligible alien's income and resources. |
| the AU receives an overpayment/over issuance | the alien and sponsor are jointly liable for the overpayment unless the sponsor has good cause or was not at fault.  Notify the sponsor by letter regarding the overpayment and his right to a fair hearing. |

Verification

Request and verify the following information from a sponsored alien:

- at application
 - the sponsored alien's date and place of birth and the alien's registration number
 - the date of the sponsored alien's entry or admission as a lawful permanent resident as established by INS
 - name, address and phone number of the sponsor's spouse (if applicable)

- provision of the INS Act under which the sponsored alien was admitted to the U.S.
- at application and all periodic reviews
 - the number of dependents for federal income tax purposes of the sponsor (and spouse, if applicable)
 - income and resources of the sponsor (and spouse, if living together)
 - names or other identifying information of all aliens for whom the sponsor has signed an Affidavit of Support.

INS documents that may verify sponsorship include:


- I-864 or I-864A, Affidavit of Support under section 213A.

Documentation

Document the information obtained during the interview.

Upload copies of INS documents in the Document Imaging System (DIS) in Gateway.

3635 Budget for an AU with Ineligible Aliens or Ineligible ABAWDs

| | | | |
|---|---|--|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Budget for an AU with Ineligible Aliens or Ineligible ABAWDs | |
| | Effective Date: | December 2019 | |
| | Chapter: | 3600 | Policy Number: |
| Previous Policy Number(s): | MT-33 | Updated or Reviewed in MT: | MT-58 |

Requirements

An alien who does not meet the alien status criteria, a non-applicant who does not apply or an ineligible ABAWD is not eligible to receive food stamp benefits.

Basic Considerations

Exclude an ineligible alien, non-applicant or ineligible ABAWD from the AU count when determining resource limits, gross and net income limits and benefit levels.

The resources of the ineligible alien, non-applicant or ineligible ABAWD are counted in their entirety toward the remaining AU members.

- i** If the remaining AU members are categorically eligible due to receipt of TCOS services, SSI or TANF cash assistance, then the AU's resources are excluded.

A pro rata share of the income of the ineligible alien, non-applicant or ineligible ABAWD's income is

counted to determine the remaining AU members' eligibility for food stamps.

If only the eligible aliens have income, do not prorate the income. An eligible AU member's income is not prorated to an ineligible alien.

If expenses are paid by or billed only to the ineligible alien(s), non-applicant or ineligible ABAWD (s), then prorate the deductions.

i | The full amount of the H/C SUA or LSUA is always allowed, if appropriate.

The standard deduction for the AU size is never prorated.

Refer to Section 3320, Citizenship/Alien Status and Section 3355, Able-Bodied Adults Without Dependents (ABAWDs).

Procedures

Follow the steps below to calculate the income and determine the benefit level of an AU that contains an ineligible alien, non-applicant or ABAWD:

- Step 1** Subtract the income exclusions from the ineligible alien(s), non-applicant or ineligible ABAWD's gross income.
- Step 2** Divide the remaining countable income equally among all of the AU members listed on the application or case including the ineligible alien(s), non-applicant, ineligible ABAWD, or other disqualified/sanctioned AU members. The result is the pro rata share of income per individual.
- Step 3** Count all but the ineligible alien's, non-applicant or ineligible ABAWD's pro rata share as income for the remaining eligible AU members.
- Step 4** Apply the 20% deduction to the prorated earned income that is counted for the remaining AU members.
- Step 5** Allow the full standard deduction for the AU size.
- Step 6** Divide the shelter, dependent care and child support expenses that represent the costs billed to or paid by the ineligible alien, non-applicant or ineligible ABAWD equally among the AU members, including the ineligible alien, non-applicant, ineligible ABAWD or other disqualified/sanctioned AU members. Do not prorate the H/C SUA or LSUA, if the AU is eligible for the deduction. The result is a prorate share of the deduction per individual.

Step 7 Count all but the ineligible alien's, non-applicant or ineligible ABAWD's pro rata share as a dependent care, child support or shelter deduction for the remaining eligible AU members.


i Do not allow the excess medical deduction if the ineligible alien or ineligible ABAWD is the only AU member eligible for the deduction.

i Do not exceed the shelter/utility cap in the computation if the ineligible alien or ineligible ABAWD is the only AU member eligible for unlimited shelter/utility deductions.

Step 8 Determine the benefit level without including the ineligible alien, non-applicant or ABAWD in the size of the AU.

Step 9 Document and update the case file with the appropriate information in the Gateway system.

3640 Contract Employment Budgeting

| | | | | | |
|--|--|--|-------------------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | | |
| | Policy Title: | | Contract Employment Budgeting | | |
| | Effective Date: | | December 2019 | | |
| | Chapter: | | 3600 | Policy Number: | 3640 |
| | Previous Policy Number(s): | | MT-35 | Updated or Reviewed in MT: | MT-58 |

Requirements

Contract or self-employment income, which is the household's annual income and received in a period of time shorter than one year, is averaged over a 12-month period if the income is not received on an hourly or piecework basis. Contract income which is not the household's annual income and is not paid on an hourly or piecework basis is prorated over the period of time the income is intended to cover.

Basic Considerations

Contract employees include truckers, school employees, sharecroppers, farmers, and other self-employed individuals who contract to work on a renewable annual basis.

The contract renewal process may involve one of the following:

- signing a new contract each year,
- automatic renewal of a contract,
- implied renewal precluding the use of a written contract.

Contract employees are considered compensated for an entire year even during predetermined nonwork periods such as summer breaks or vacations.

Income received is considered compensation for a full year regardless of the frequency of pay stipulated in the terms of the contract.

The individual continues to be exempt from E&T during nonwork periods if the average weekly earnings are at least equal to thirty hours times the federal minimum wage.

Procedures

Follow the steps below in the order listed below to determine the benefit level for contract employees:


- Step 1** Determine that the AU member is a contract employee.
- Step 2** Determine the frequency of pay to compute the monthly gross income.
- Step 3** Multiply the monthly gross income by the number of times received to determine the annual gross income.
- Step 4** Divide the annual gross income by twelve to determine the average monthly gross income.
- Step 5** Add the contract income to all other monthly income to determine the total gross monthly income.
- Step 6** Apply income deductions as for any other AU.
- Step 7** Assign an appropriate period of eligibility.

Do not apply the above budgeting procedures in the following situations:



- expedited processing when an application is filed during a non-work period/non-pay period
- when payments are not made as specified in the contract
- a labor dispute interrupts the flow of earnings as specified in the contract

3650 Failure to Report Earned Income Budgeting

| Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|---|-----------------------------------|---|---|
|  | Policy Title: | Failure to Report Earned Income Budgeting | |
| | Effective Date: | December 2019 | |
| | Chapter: | 3600 | Policy Number: 3650 |
| | Previous Policy Number(s): | MT-25 | Updated or Reviewed in MT: MT-58 |

Requirements

The earned income deduction is not allowable for earnings not reported timely.

Basic Considerations


If an AU does not report the receipt of earned income timely, do not allow the 20% earned income deduction for that income when computing the amount of the overpayment (OP).

Procedures

Determine the months of overpayments by applying the appropriate reporting requirement. Gross income changes of over 130% of the applicable FPL must be reported no later than 10 days following the end of the month in which the income exceeded the SRR reporting requirement. Apply the 10-14 periods for taking actions following the end of that period for SRR AUs.

Refer to [3715 Interim Changes](#).

3700 Ongoing Case Management Overview

| | | | | |
|---|--|----------------------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Ongoing Case Management Overview | | |
| | Effective Date: | December 2019 | | |
| | Chapter: | 3700 | Policy Number: | 3700 |
| | Previous Policy Number(s): | MT-1 | Updated or Reviewed in MT: | MT-58 |

Requirements

Case management is the activity that begins with approval and continues as long as the AU remains eligible for food stamps.

Basic Considerations

Assistance units (AUs) must receive proper notification of any action taken on their case.

AUs are required to cooperate with periodic reviews of eligibility.


AUs are required to report changes which may affect their eligibility and/or their benefit level.

All reported changes must be processed in a timely manner.

AUs have the right to request a hearing on any action taken on their case.

In some cases, changes reported by the AU may result in the AU's receipt of incorrect benefits in prior months. It may be necessary to recover these overpayments. Refer to Volume IV, Benefit Recovery.

3704 Transitional Supplemental Nutrition Assistance Program (SNAP)

| | | | | |
|---|--|--|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Transitional Supplemental Nutrition Assistance Program | | |
| | Effective Date: | July 2024 | | |
| | Chapter: | 3700 | Policy Number: | 3704 |
| | Previous Policy Number(s): | MT-58 | Updated or Reviewed in MT: | MT-78 |

Requirements

Transitional Supplemental Nutrition Assistance Programs (TSNAP) provides benefits to SNAP assis-

tance units (AU) that become ineligible for cash assistance because of changes related to earned income. Transitional benefits ensure that AUs continue to have their nutritional needs met as they transition from receiving cash assistance to working to have greater self-sufficiency. Assistance units can receive TSNAP for a period of five (5) months.

Basic Considerations

SNAP AUs who are TANF eligible or who are receiving TANF or Refugee Cash Assistance (RCA) may be eligible for TSNAP if their cash assistance is terminated for employment related reasons.

A SNAP AU must be TANF eligible for at least **one month** in order to receive TSNAP.


SNAP AUs that apply for TANF benefits may be eligible for TSNAP if the household becomes TANF eligible in the month of application.

The transitional benefit is set at the current SNAP allotment level for five (5) months, beginning with the month of the TANF/RCA case closure or denial.

The TANF/RCA case closure may be because of new or increased earnings or because another change occurred in the case, which caused existing earnings (with or without other income) to exceed the TANF income standard.

To be eligible for TSNAP, the TANF/RCA case must be closed/denied for one of the following reasons:

- New employment
- Increase in earnings as a result of an increase in hours worked
- Increase in salary or hourly wage
- Earnings of an eligible adult added to the TANF case
- Termination of the TANF case to save TANF months as a result of new or increased earnings

 TANF/RCA ineligibility may be caused by new or increased earnings and/or a concurrent change. If the concurrent change alone caused TANF/RCA ineligibility, the AU is ineligible for TSNAP.

Transitional benefits begin the first month following closure of the TANF/RCA case and continue for a maximum of five (5) months.

TSNAP Certification Period

An AU member who leaves the assistant unit during receipt of TSNAP benefits must re-apply for regular SNAP benefits in order to regain SNAP eligibility.

The AU member may not continue to receive TSNAP benefits in a separate AU.

Transitional benefits continue through the five-month period unless the AU re-applies and is approved for TANF/Refugee Cash Assistance (RCA) or re-applies for regular SNAP benefits.

Ineligible Household Members

TSNAP **is not** available to AUs when:

- The AU case is closed for failure to provide information that is necessary to determine eligibility
- All AU members are IPV disqualified
- The TANF case is closed due to failure to perform a TANF work requirement, and a SNAP sanction has been imposed
- The TANF case is closed due to failure to perform a TANF personal responsibility
- All AU members have failed to comply with SNAP work requirements
- All AU members are ineligible students
- All AU members are ineligible aliens
- The AU is disqualified
- The AU has failed to comply with SNAP reporting requirements



If an AU member is disqualified for an Intentional Program Violation during the TSNAP period, the disqualification must be imposed on the individual, and benefits adjusted accordingly.

Mixed SNAP Households

Mixed SNAP AU, where only some of the AU members receive TANF/RCA are eligible for transitional benefits. However, any TANF/RCA case must be closed in order for the SNAP AU to be eligible for TSNAP.

Determining the TSNAP Benefit

Determine the TSNAP allotment by using the earned and unearned income that was included in the SNAP case the month prior to the TANF/RCA case closure, removing the TANF/RCA grant from the computation.

AUs that qualify for TSNAP will begin their transition period and benefits on the first of the month following the last month of cash assistance.

Notification of TSNAP Eligibility

The AU must be notified when it is determined to be eligible for TSNAP and given the following information:

- That it is eligible for TSNAP benefits
- The transition period
- That its SNAP benefit amount will remain the same as it was prior to the TANF/RCA case closure
- That it is not required to report any changes in AU circumstances during the transitional period, but it may voluntarily report and verify changes that would result in increased benefits and reapply for regular benefits.

- That the agency must reevaluate its SNAP eligibility prior to the end of the five-month transition period.
- That if the AU begins receiving TANF or Refugee cash assistance during the transitional benefit period, the AU must reapply for SNAP at the same time.
- That if the AU has been recertified with a new certification period for transitional benefits as a result of a change and begins receiving TANF or Refugee cash assistance during this period, the AU must recertify for benefits.

Changes/Reporting Requirements

The TSNAP AU is not required to report changes during the five-month period unless an AU member leaves the AU and applies for SNAP in another AU.

TSNAP AUs experiencing changes that would result in benefit increases may request to reapply for regular SNAP benefits before the expiration of the five-month transitional period, thereby ending their transitional period early.

TSNAP AUs will be notified that they may voluntarily report changes that may result in an increase in SNAP benefits, and may request to recertify for regular benefits, but they must reapply for regular benefits in order to receive the increase and end their transitional benefit period.

A TSNAP AU may apply for regular SNAP at any time during the TSNAP period.

If a TSNAP AU applies for regular SNAP during the transitional period, but does not follow through with the application or is determined to be ineligible for regular SNAP, transitional benefits should be continued for the remainder of the five-month period.

TSNAP AUs are not subject to sanctions in instances where non-compliance with SNAP employment and training requirements occurs during the TSNAP period.

Assign the AU a new certification period that conforms to the five-month transitional period.

Determining the Transitional Period

The current certification must be changed to allow the five-month extension. For example, Simplified Reporting (SR) AUs that have less than 5 months remaining in their certification period, must be extended beyond twelve months in order to receive their full five months of TSNAP.

Ending TSNAP

TSNAP AUs will be sent an appointment notice for recertification the month before the end of the five-month certification period.

If an AU does not respond to the appointment notice, the TSNAP certification will expire, and the case will be closed automatically.

Procedures


Determine if the TANF/RCA recipient qualifies for TSNAP benefits based on policy.

If they do not qualify, continue with regular SNAP procedures.

If they qualify for TSNAP, follow the steps below.

- Step 1** Determine the last month the AU received TANF/RCA prior to the case closing. This month will be the month the SNAP benefits will be frozen. The TSNAP allotment should be set or frozen at this same level for the transitional period.
- Step 2** The transitional benefits will be determined by using the case circumstances for the freeze month. The AU will receive this amount each month during the five-month transitional period.
- Step 3** If changes have already been made in the Gateway system for any months during the TSNAP period, Gateway must continue to issue and reflect the freeze month circumstances and benefit amount unless there are changes in the cost of living increases.
- Step 4** Document the case name and number, the freeze month, the benefit amount, and the date the client’s benefits will end.
- Step 5** Send the TSNAP Fact Sheet to the AU informing them of their eligibility for transitional benefits.

3705 Notification

| | | | |
|---|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Notification | |
| | Effective Date: | November 2023 | |
| | Chapter: | 3700 | Policy Number: |
| Previous Policy Number(s): | MT-66 | Updated or Reviewed in MT: | MT-75 |

Requirements

Written notice to the AU is required when any of the following occurs:

- Approval or denial of an application for benefits;
- Eligibility determination at periodic report;
- An increase or decrease in the benefit level;
- Addition or deletion of an individual in an AU;
- Denial or termination of an individual’s benefits because of a sanction, IPV disqualification or ineligibility;
- Shortening of the POE;
- Termination of all benefits to the AU.

Basic Considerations

Written notifications must include the following:

- The proposed action;
- The reason for the action;
- The effective month of the action;
- The AU's right to a fair hearing;
- The conditions for continued benefits;
- The AU's liability for benefits received during the hearing process;
- The availability of free legal representation;
- The telephone number and name of a person to contact for additional information;
- For denials, the action the AU must take to reopen the application (if action is taken within 60 days of the date of application; **AND**
- That the AU must submit a new application if at the end of the 60-day period, the AU has not taken the required action to reopen the application.

Written notice is program specific and is generated by the system. When the system-generated notice's explanation is inadequate, additional documentation on the notice is required. Form 333, Disposition Notification Food Stamp Program Sanction/Penalty, is used to notify an AU of changes due to sanctions.

Written notice can be mailed to the AU or hand delivered to the AU during an interview.

Procedures

Adequate Notice

Adequate notice is written communication provided to the AU no later than the date the action is taken.

Provide adequate notice in the following circumstances:

- Mass changes in benefits initiated by the State or Federal government including the following:
 - TANF, RSDI and SSI adjustments
 - Financial standards and benefit levels
 - SNAP budget deductions
- Death of all members of the AU reported through reliable information;
- Household fails to complete required periodic report and provide all required verification;
- Household voluntarily requests in writing or in the presence of a case worker (face to face or phone), voluntary termination of benefits for the entire AU;
- Disqualification for Intentional Program Violation (IPV);
- The entire AU moves out of state;

- Lost benefits have been completely restored;
- Benefit reduction upon approval of TANF, and the AU was previously notified of the possible reduction;
- Benefit adjustment upon receipt of postponed verification for AUs which received expedited processing;
- When a strike is settled;
- A drug or alcohol treatment center or group living arrangement acting as authorized representative loses its certification which results in the AU's ineligibility;
- The AU reports information in writing, signed by a responsible AU member, and the benefit reduction or ineligibility can be determined without verification;
- Benefits were approved for a specific time period, and the AU was informed in writing of the proposed reduction, termination, or change in benefits at approval.
- Sanctions on closed cases or in the final month of the POE;
- Sanctions imposed at application.

Timely Notice

Timely notice is written communication provided to the AU in which a 14-day waiting period is given before the date the proposed action becomes effective.

Provide timely notice in circumstances where it is mandated by policy.

Implement the proposed change effective the month following expiration of the 14- day timely notice period.


If the AU provides information within the 14-day timely notice period that alters the proposed change, stop the action and re-evaluate the AU's circumstances to determine eligibility.

Allow the system to automatically track the 14-day timely notice period if the action is entered in the system.

Manually track the 14-day timely notice period if a manual notice is sent.

The AU may request a fair hearing and continuation of benefits within the timely notice period. Refer to Appendix B, Hearings.

3710 Recertifications (Renewals)

| | | | |
|---|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Recertifications (Renewals) | |
| | Effective Date: | October 2024 | |
| | Chapter: | 3700 | Policy Number: |
| Previous Policy Number(s): | MT-77 | Updated or Reviewed in MT: | MT-79 |

Requirements

A review of the Assistance Unit's (AU) circumstances is required for the continuation of Supplemental Nutrition Assistance Program (SNAP) benefits. The recertification (renewal) process includes filing an application, having an interview (if required), and providing required information.

Notification is sent to the AU regarding its eligibility status.

Basic Considerations

A renewal application is an application to continue SNAP benefits. All points of eligibility are reestablished, and all discrepancies are resolved. Benefits **are not** continued beyond the end of the certification period without reestablishing the AU's eligibility.

Types of Recertifications (Renewals)

Renewals are identified and processed as follows:

- Timely
- Untimely
- Late

Timely Recertification (Renewals)

A **timely renewal** is an application for continued benefits submitted by the AU between the 1st and 15th day of the last month of the certification period. Eligible AUs are entitled to receive uninterrupted benefits (i.e., benefits are available by their normal issuance cycle).

 A renewal interview completed in the month prior to the last month of the certification period is processed as a timely renewal.

Untimely Recertifications (Renewals)

An **untimely renewal** is an application for continued benefits submitted by the AU between the 16th and last day of the month of the current certification period.

AUs filing untimely renewals lose the right to receive uninterrupted benefits.

Late Recertifications (Renewals)

A late renewal is an application filed within 30 days following the expired certification period if the AU fails to file a renewal application in the last month of the certification period.

Forms received in the month following the last month of the certification period are treated as **late renewals** and **benefits are prorated** from the date the form is received. Refer to [Chart 3710.1, Processing SNAP Recertifications \(Renewals\)](#), in this section.

Reported Changes

Changes reported during the renewal are effective the first month of the new certification period.

Expedited Changes

Expedited changes reported in the month preceding the last month of the certification period are processed according to the Interim Changes policy in Section 3715 of the manual. Refer to [3715 Interim Changes](#)

Periodic Reporting

Periodic reporting is required for households that are certified for longer than 6 months. Periodic reporting is currently waived for Senior SNAP households, unless the household becomes ineligible for Senior SNAP, but remains eligible for SNAP during their 36-month certification period.

i | **Periodic reporting is not a recertification.**

See [3730 Periodic Reporting](#) for Periodic Reporting policy.

Expedited Services

AUs that reapply after an expired certification period or within the 30 days following the last month of the certification period may be eligible for expedited services. Screen the renewal application to determine potential eligibility for expedited services.

i | AUs reapplying before the end of their current certification period are not eligible for expedited services.

Standard of Promptness (SOP)

For timely renewals, approvals and denials must be completed by the end of the last month of the current certification period. Eligible AUs must receive notification of their eligibility and notification of receipt of their benefits by the next issuance cycle. Ineligible AUs must receive notification of their denial by the end of the last month of the current certification period.

An untimely renewal must be approved in sufficient time for the AU to receive benefits by the 30th day from the date of the renewal application. Denials must be completed by the 30th day from the date of the renewal application. Refer to [Chart 3710.1, Processing SNAP Recertifications \(Renewals\)](#), in this section.

Recertification (Renewal) Notices

A renewal notice, either system-generated or manual, is used to notify the AU that the certification period is about to end. Copies of manual notices are uploaded in DIS (Document Imaging System). Notification that a renewal is due and is about to expire must contain the following information:

- the date on which the certification period ends
- the date by which the AU must file an application for renewal to receive uninterrupted benefits
- the consequences of failing to file an application for renewal in a timely manner
- the right to receive a renewal application and have it accepted if it contains a name, address, and signature
- the right to file a request for an application for renewal by mail or in person

- that the AU must complete an interview if a standard interview is required
- that it is the AU's responsibility to reschedule a missed interview
- that the AU must complete the renewal process and provide required verification
- the consequences of failing to comply with the renewal process
- the address of the county office where the application can be filed
- the name and telephone number of the eligibility worker
- that AUs with SSI only members may file an application for renewal at the SSA office
- the right to request a fair hearing

Interviewing Requirements

If the AU fails to attend the initial interview but contacts the agency to request another interview, then the assigned eligibility worker (EW) must reschedule the interview.

An interview with the head of the AU, an authorized representative, or another responsible AU member, is required at least once every 12 months. The interview should be a telephone interview unless the AU requests a face-to-face interview. Document the type of interview completed in the case notes in Gateway.

In situations where the AU reports difficulty in completing a scheduled interview, explore all interview options. To the extent practical, the interview must be scheduled to accommodate the needs of AUs with special circumstances, such as the following:

- Working AUs
- AUs with elderly and/or disabled members
- AUs with ill members
- AUs in rural areas or who have transportation issues
- AUs in prolonged severe weather
- AUs residing on reservations
- AUs with adult members who do not speak English

Screening and Referral to SNAP Employment and Training (E&T)

The eligibility worker is required to screen all AU members that meet the following criteria during the interview to determine if a referral is appropriate to the SNAP E&T Program, also known as SNAP Works:

- are at least 16 or 17 years of age **and** the head of household
- are at least 18 years or older
- are not receiving TANF benefits
- are fit for employment

Form 864 must be completed for each AU member that meets the criteria when the screening is

conducted even if they are not available during the interview.

The Primary Individual (PI) can respond for other AU members that need to be screened if they wish to do so.

If the PI states during the interview they don't know if the other AU members would want to be referred the eligibility worker should make an attempt to screen all AU members to determine appropriateness to be referred to SNAP Works.

If the PI provides screening information for other AU members but is unsure if they are ready to volunteer to be referred, then the eligibility worker should document accordingly.

If the PI states that they do not feel comfortable answering for other AU members regarding a referral, eligibility workers should try to complete the screening and referral process and document accordingly.

If the screening and referral process is not completed at application or recertification for absent AU members, then that should also be documented. In that case, those AU members would need to go through the screening and referral process at the next application or recertification, even if the next recertification is an alternate renewal.


Recertification (Renewal) Application Forms

The following forms must be completed and/or signed by the AU or the household's authorized representative when processing a SNAP renewal:

- Form 297, Application for Benefits and Form 297A, Rights and Responsibilities, if Form 297 is used
- Form 508, SNAP/Medicaid/TANF Renewal Form
- Form 339, Simplified Reporting Requirements, if Gateway is down
- Form 859, SNAP Consolidated Work Requirements Notice (if work registrants are in the AU)
- Form 846, Change Report Form, if requested by the AU

Electronic Signatures


Electronic signatures utilizing Adobe Signature or other E-Signature software will be acceptable for all SNAP forms. A completed application consists of a signed application submitted with a name and address. A typed name on the signature line of a paper application is not acceptable.

 If an authorized representative applies on behalf of a customer, the application must be signed by either a responsible member of the household or the household's authorized representative.

Procedures


Standard Renewals

A standard renewal is a review of eligibility that **requires** either a telephone or face-to-face interview. Refer to [Interviewing Requirements](#) in this section.

-  All AUs containing an ABAWD must receive a standard renewal. This is to determine the correct work registration status of the recipient regardless of the county status.

Follow the steps below to complete a standard renewal.

Step 1 Mail the AU a renewal notice in the month preceding the last month of the certification period in sufficient time so that the AU may submit a renewal application by the 15th day of the last month of the certification period.

-  A renewal application submitted prior to the interview is updated in the Gateway system as received. A Notice of Missed Interview (NOMI) is sent if the interview appointment is missed.

Step 2 Conduct an interview with the appropriate individual.

Step 3 Review the last initial or renewal application and all points of eligibility. Obtain verification when required. Refer to [Chart 3035.1](#), Section 3035, Verification, for verification requirements at renewal.

Step 4 Review all clearinghouse interfaces (DOL wage history, SDX/BENDEX, CSS, Truv (if available), DOC, NAC, eDRS, etc).

Step 5 Document the information obtained and verified during the renewal process in the Gateway system.

Step 6 Update the Gateway system to reflect changes and to indicate that the renewal is complete, assigning a new certification period.

Step 7 Refer to Section 3105, Application Processing, [Chart 3105.1, Assigning Certification Periods](#).

If the form is not returned or all required verification is not received by the end of the appropriate SOP, close the case.

Alternate Renewals



Due to policy changes surrounding the implementation of Periodic Reports, alternate renewals are no longer applicable for regular SNAP cases authorized on or after November 18, 2023.

Forms received in the month following the last month of the certification period are treated as **late renewals** and **benefits are prorated** from the date the form is received. Refer to [Chart 3710.1, Processing SNAP Recertifications \(Renewals\)](#), in this section below.


An AU must complete the renewal process in the last month of the current certification period to receive uninterrupted benefits. The date of the renewal application is the date the form is received by the agency.

Use the information in the chart below to process SNAP renewals.


CHART 3710.1 - PROCESSING SNAP RECERTIFICATIONS (RENEWALS)

| IF THE | THEN |
|---|--|
| <p>AU files a renewal application on or before the 15th day of the last month of the current certification period (timely renewal)</p> <p>AND</p> <p>has met all renewal requirements</p> | <p>Process the renewal application by the end of the last month of the current certification period. If the end of the current certification period falls on a weekend or holiday, process the renewal application by the last workday prior to the end of the current certification period.</p> |
| <p>AU files a renewal application on or before the 15th day of the last month of the current certification period (timely renewal)</p> <p>AND</p> <p><u>has not completed an interview</u> or made no contact with the agency by the last day of the current certification period</p> | <p>Deny the renewal application by the end of the last month of the current certification period. If the end of the current certification period falls on a weekend or holiday, deny the renewal application by the last workday prior to the end of the current certification period.</p> <p> Send a NOMI if the scheduled interview has been missed.</p> |
| <p>AU files a renewal application on or before the 15th day of the last month of the current certification period (timely renewal)</p> <p>AND</p> <p><u>fails to return required verification</u> by the requested deadline</p> | <p>Deny the renewal application after the verification deadline, but no later than the end of the last month of the current certification period. If the end of the current certification period falls on a weekend or holiday, deny the renewal application by the last workday prior to the end of the current certification period.</p> <p>If verification is submitted before the last day of the certification period, re-open the renewal application and provide a full month of benefits beginning with the first month of the new certification period.</p> |
| <p>AU files a renewal application between the 16th and last day of the month of the current certification period (untimely renewal)</p> <p>AND</p> <p>has met all renewal requirements</p> | <p>Process the renewal application by the 29th day following the date of the renewal application.</p> |
| <p>AU files a renewal application between the 16th and last day of the month of the current certification period (untimely renewal)</p> <p>AND</p> <p><u>has not completed an interview</u> or made any contact with the agency by the 30th day following the renewal application date</p> | <p>Deny the renewal application on the 30th day following the date of application. If the 30th day falls on a weekend or holiday, the application should be denied on the next business day.</p> <p> Send a NOMI if the scheduled interview is missed. A new application is required if the AU makes another request to participate in the program.</p> |
| <p>AU files a renewal application between the 16th and last day of the month of the current certification period (untimely renewal)</p> <p>AND</p> <p><u>fails to return required verification</u> by the requested deadline</p> | <p>Deny the renewal application on the day after the verification deadline but <u>no later than</u> the 30th day following the date of application. If the 30th day falls on a weekend or holiday, the application should be denied on the next business day.</p> |

| IF THE | THEN |
|---|---|
| <p>AU files a timely or untimely application and the application was denied for failure to return verification, and/or the SOP has expired</p> <p>BUT</p> <p>Verification was returned within 30 days following the last month of the current certification period</p> | <p>Prorate benefits from:</p> <p>The date the verification is received, and all renewal requirements are met. Process the case within 5 workdays after receipt of the verification.</p> |
| <p>AU <u>fails to file a renewal application</u> in the last month of the current certification period but files an application within 30 days following the last month of the current certification period</p> | <p>Screen the application to determine if the AU is eligible for expedited services. If eligible, provide expedited benefits to the AU by the seven (7) day SOP. Use the renewal verification requirements to process the case.</p> <p>Prorate benefits from the date of application.</p> |
| <p>AU fails to provide verification for an allowable deduction, the case is approved without the deduction</p> <p>AND</p> <p>Verification is received prior to the first month of the new certification period</p> | <p>Issue a restoration retroactive to the first month of the new certification period.</p> |
| <p>AU fails to provide verification of an allowable deduction; the case is approved without the deduction</p> <p>AND</p> <p>Verification is provided on or after the first day of the first month of the new certification period</p> | <p>Update the case as a reported change effective the month following the month the verification is received.</p> |
| <p>Renewal is severely delayed and has not been processed in more than 12 months (one year) because of the agency's failure to take action</p> | <p>Authorize benefits retroactive to 12 months (one year) only.</p> <p>If benefits were lost for more than 12 months, notify the AU of their entitlement for the 12-month period, the benefit amount to be restored, any offset of benefits, and how benefits will be restored. Refer to Section 3810, Issuance, for policy regarding underpayment and overpayment of benefits.</p> |

 The agency must give assistance units (AU) at least 10 calendar days to provide any required verification. Refer to [3035 Verification](#).

3715 Interim Changes

|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|---|--|-----------------|-----------------------------------|-------|
| | Policy Title: | Interim Changes | | |
| | Effective Date: | October 2024 | | |
| | Chapter: | 3700 | Policy Number: | 3715 |
| | Previous Policy Number(s): | MT-75 | Updated or Reviewed in MT: | MT-79 |

Requirements

An interim change occurs when the Assistance Unit (AU) has a change in circumstances that occurs after the application or recertification interview or during the certification period. An AU is required to report changes based on the reporting requirement assigned to the AU.

Basic Considerations

Simplified Reporting Requirements (SRR) apply to all Supplemental Nutrition Assistance Program (SNAP) AUs.

Interim changes are effective no later than the second subsequent month following the month in which the change was reported to the agency.

Reporting Changes at Application Prior to Certification

A SNAP applicant is required to report anticipated changes related to its SNAP benefits at the initial application or recertification (renewal) interview. Changes meeting a simplified reporting requirement that occur after the certification interview but before the date of the notice of eligibility **must** be reported no later than 10 calendar days of the date of the notice.

SRR AU and Interim Changes

Simplified Reporting AUs have 4-month, 12-month, 24-month and 36-month certification periods. All changes may be reported but the only changes **required** to be reported are:

- When the AU's monthly gross income exceeds 130% of the applicable federal poverty level for the AU's size;
- When an ABAWD's work hours fall below 20 hours per week, 80 hours averaged monthly **or**
- When an AU or AU member wins substantial winnings from lottery winnings, gambling winnings, prizes, awards and/or windfalls.

The agency will process changes received or reported during the AU's SR certification period in the following situations:

- All address changes and any potential shelter cost changes reported by the AU to the agency.
- All changes reported by the AU to the eligibility worker for the purpose of updating the SNAP case.
- Changes reported by the AU at periodic report.
- Changes processed in the TANF and Medicaid Programs that automatically update the SNAP case.
- Changes reported by the Social Services Program to the eligibility worker.
- Changes reported by the AU or the Georgia Lottery Corporation that the AU or AU member has won substantial winnings from lottery winnings, gambling winnings, prizes, awards and/or windfalls in the amount of \$4500 or more.
- An AU member is identified as a fleeing felon or probation or parole violator.

- Information received through Interfaces and data matches with Social Security (SDX, BENDEX) and related Gateway Alerts.
- ABAWD Reports and the related Gateway Alerts.
- Gateway Alerts that a child in the AU has turned age 18.



Changes reported or received through alerts, report matches, and updates will be addressed and processed at application or recertification (renewal).

Reporting of Medical Expenses

The full non-reimbursed amount of any medical expenses is allowed during the current certification period if reported and verified by the AU during the certification period. If a reported change in medical expenses is considered verified upon receipt, process the change. Changes in medical expenses are not acted upon if learned from a source other than the AU.

If medical expenses are reported at the next recertification (renewal), the full verified non-reimbursed amount is allowed in the new certification period.

Reporting of Address and Shelter Changes

If the AU reports an address change, the agency must inquire about any potential shelter cost changes that may occur as a result of the address change. If the agency is unable to contact the AU regarding shelter costs, verification of the change must be requested. If the AU fails to provide the shelter verification but **does** have an existing deduction, then the shelter deduction is removed, and benefits are recalculated without the deduction.

If the AU fails to provide shelter verification but **does not** have an existing deduction, then no further action is required by the agency.

Acting on Changes

The following actions are taken when a change is reported:

- The contact is recorded in the case notes in Gateway
- Verification is requested, when required
- The AU is provided with another Change Report Form to report future changes, if a completed form is used to report the change
- Action is taken on the case
- Notification is sent to the AU

Increase in Benefit Changes

If a reported change results in an increase in benefits, the change is made effective no later than the first allotment issued 10 days after the date the change was reported.

Example 1: A \$30 decrease in income reported on May 1 increases the household's May allotment. The decrease in income is reported on May 1st, 10 days after the reported change is May 11th. If the change is reported and verified on May 11th and the first allotment for the AU is available

between May 11th and May 23rd, then the household's May allotment would increase as a result of this change.

Example 2: A \$30 decrease in income reported on the May13th increases the household's May allotment and would increase the household's June allotment. The decrease in income is reported on May 13th, 10 days after the reported change is May 23rd. If the change is reported and verified by May 23rd, and the first allotment for the AU is available on May 23rd, then the household's May allotment would increase as a result of this change.

Refer to [3810 Issuance](#), for policy on the issuance dates for SNAP households.

If a change is reported **after the 20th** of the month and results in an increase in benefits, the change is made effective the next month.

Example 3: A \$30 decrease in income reported on the 21st of May would increase the household's June allotment.

A change reported during the last 10 calendar days of the month, which results in an increase in benefits, may be made effective the next month, but no later than the second subsequent month following the month the change is reported.

Example: A \$30 decrease in income reported on May 28th would increase the AU's June allotment. However, the AU's allotment would have to increase **no later than July**.

 If the agency fails to act timely, a supplement is issued to the AU.

Expedited Changes

An expedited change occurs when an additional AU member (who is not a member of another certified AU) or a decrease in monthly gross income of \$50.00 or more is reported by the AU. These reported changes must be made no later than the month following the month the change is reported.

If the change is reported late in the month and verification cannot be obtained until the following month, issue a supplemental benefit when the verification is received to ensure that the increase in benefits occurs in the month following the month the change is reported.

Example: A household reporting a \$100 decrease in income at any time during May would have its June allotment increased. If the household reported the change after the 20th of May and it was too late for the AU to receive the increase in its regular benefit cycle normally issued on June 1, issue a supplement for the amount of the increase by June 10.

Providing Verification for Increase in Benefits

The AU has 10 calendar days from the date verification is requested to provide any required verification. The agency has the same 10-day period to verify and to act on the reported change. If verification is not provided during the 10-day period but is provided at a later date during the month, the agency has 10-days from the date verification is provided to act on the change.

If the verification is provided timely and the change would result in an increase in benefits, the change in the benefit level must be effective no later than the second subsequent month following

the month the change was reported.

 The exception to this policy is Expedited Changes.

Failure by the AU to provide verification within the 10 days, results in a termination of benefits. Allow 14 days timely notice. If verification is provided prior to the effective date of the closure, reinstate the case within 10 days from the date the verification is provided.

Reported changes that would result in an increase in benefits and is an allowable deduction (other than child support) and the verification is provided within the 10 days, the change is effective no later than the second subsequent month following the month the change was reported.

If the AU fails to provide verification within the 10 days, leave the benefits at the original or lower amount.

If the change would result in an increase in benefits, the change is in the child support deduction and the verification is provided within 10 days, make the change effective no later than the second subsequent month following the month the change was reported.

If the AU fails to provide verification within 10 days, remove the child support deduction, allowing 14 days timely notice. If verification is provided prior to the effective date of the change, make the change in the new child support deduction within 10 days from the date the verification is provided.

Decreases and Ineligibility

If the reported change results in a decrease in benefits or in ineligibility, an adverse action will result. A timely notice of the adverse action is issued to the AU within 10 calendar days from the day the change is reported.

Some adverse actions do not require timely notice. Refer to [3705 Notification](#), for the exceptions in providing timely notice.

When timely notice is required, the adverse action is effective no later than the month following the month in which the change occurs, and the timely notice period expires. If adequate notice is required, the adverse action is effective no later than the month following the month in which the change is reported.

If the amount of income has changed by more than \$50 or if the information is incomplete, inaccurate, inconsistent, or outdated; verification from a third-party source is required. If a change in income will result in termination or denial of benefits; verification from a third-party source is required.

Allow timely notice so that the change is effective no later than the second subsequent month following the month the change was reported.

Concurrent Changes

When more than one change is reported at the same time, the final effect of the change must be determined in order to know how to process the change. If the combined changes result in an increase in benefits, follow the guidelines for changes resulting in increases.


If the combined changes result in a decrease or termination of benefits, follow the guidelines for changes resulting in decreases or ineligibility.

If verification is required due to an increase in benefits, give the AU 10 days to verify. Make all changes simultaneously.

Changes in Primary Individual of the AU

A change in the primary individual of the AU (due to death) does not require a new application. The AU may select a new primary individual of the AU or the county may assist the AU with designating one.

Contact the AU to select a new primary individual of the AU. If the AU fails to select a primary individual of the AU, do not terminate the case. The county should designate a new primary individual of the AU. A new application is not required.

 The primary individual designation is located on the Primary Individual page in Data Collection. This page has a table providing the primary individual information. When changing a primary individual on a case, the new primary individual must be a member of the applicant group and must meet any age requirements established by policy. The record of the current primary individual must be end-dated first, and then the new primary individual is added. Do not prorate or allow a break in benefits.

If the head of the AU moves, remove the other AU members and have them to reapply. If the new head of the AU has an existing case, assign that case number or a new case number, if applicable. A new application is processed with a new certification period assigned for the AU members who left the previous AU.

If an AU fails to report a required change timely, refer the case to the Office of Inspector General (OIG) to determine if overpayments exist.

Untimely Reporting of Changes

Simplified Reporting (SR) AUs must report when their monthly gross income exceeds 130% of the applicable federal poverty level (FPL) for the AU's size no later than 10 calendar days from the end of the month in which the increase or change occurred. Failure to report the change within 10 calendar days, results in untimely reporting and possible AU caused overpayments.

Prior to closing the case, make sure the monthly gross income exceeds the appropriate 130% FPL for the AU size ongoing. For example, if the AU's income exceeded the 130% FPL due solely to five paychecks instead of the usual four, do not close the case for the ongoing month.

Overpayments in SRR Cases

An overpayment is not created for changes the AU is not required to report. This rule applies to all SRR AUs.

Failure of the agency to take timely action on a reported change may result in agency error overpayments or underpayments.

Mass Changes

Mass changes affect all or a large number of AUs receiving benefits. These changes include the following:

- adjustments to income limits
- adjustments to the standards/shelter/dependent care deductions
- adjustments to the benefit limits
- cost of living adjustments (COLA) to RSDI, SSI, and other benefits
- other changes based on legislative or regulatory changes

Mass changes are generally automatically processed by Gateway. Cases affected by a mass change but not updated by Gateway may require worker-initiated changes in the case. Usually a system generated list of cases is provided so that the cases are identified, and the appropriate actions are taken. Adequate notice is required for mass changes.

Changes Reported in Gateway

Some changes such as Prisoner Matches, and Death Matches are reported by Gateway alerts to the worker. Clearinghouse and IVES may be used to obtain data or verify that there has been a change in circumstances. Computerized updates of TANF and Child Support Services (CSS) income changes are completed on a monthly basis. Refer to [3500 Computer Matches Overview](#) for more policy on computerized updates.

Deadline for Changes

Changes are made until the last processing cycle of the month to affect the following month's benefits and eligibility, unless timely notice is required.

Change of Address/Unable to Locate

A change of address is not a reporting requirement for SRR AUs. Process any address changes reported by SRR AUs and changes in shelter costs only if reported by the AU.

Reported Changes at Renewal, After the Interview, but Before Finalization

An AU is allowed 10 calendar days to provide verification for interim changes reported while a renewal/recertification is pending. Make the change effective the first month of the new certification period.

Unclear Information

During the certification period, the agency may receive questionable or unclear information about a household's circumstances that prevents the agency from determining ongoing eligibility. Unclear information is information that is not verified, or information that is verified but the agency needs additional information to act on the change.

The agency must request clarification and verification (if applicable) of the household circumstances for any unclear information that appears to present significantly conflicting information

from the information that was used by the agency at the time of certification.

If the agency receives information through Interfaces or data matches from the Social Security Administration (SSA), the agency must request verification. The verification checklist must clearly explain what information is needed from the household and the consequences of failing to respond to the notice. If there is no response to the request for information, terminate benefits and issue a notice of adverse action.


If the unclear information does not meet the required reporting criteria for Simplified Reporting households and does not relate to data matches, then the agency shall not act on the information or require the household to provide verification until the next certification is due.

Procedures

Follow the steps below to process changes:

- Step 1** Document the contact and reported change.
- Step 2** Identify the type of change. Assess all points of eligibility that may be affected by the reported change, including work status.
- Step 3** Determine if the change is reported timely or untimely.
- Step 4** Determine if verification is required, and request verification appropriately. Offer to assist the AU in obtaining verification. Allow the AU 10 calendar days to submit verification.
- Step 5** Take the appropriate case actions.
- Step 6** Provide the client with timely or adequate notice of the change.
- Step 7** Inform the client of the SR requirements and provide the Gateway website www.gateway.ga.gov to report future changes.

3720 Reporting Requirements

| | | | |
|---|--|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | Reporting Requirements | |
| | Effective Date: | October 2024 | |
| | Chapter: | 3700 | Policy Number: |
| Previous Policy Number(s): | MT-75 | Updated or Reviewed in MT: | MT-79 |

Requirements

All Supplemental Nutrition Assistance Program (SNAP) assistance units (AUs) have a requirement to report changes in household circumstances during the certification period.

Simplified Reporting Requirements (SRR) apply to all AUs. SRR AUs are **required** to report the following changes:

- When total monthly gross income exceeds 130% of the FPL for the AU's size;
- When an ABAWD's work hours fall below 20 hours per week or 80 hours averaged monthly;
- When an AU or an AU member wins substantial winnings from lottery winnings, gambling winnings, prizes, awards and/or windfalls.

Basic Considerations

Simplified Reporting Requirements are determined and discussed with the AU at initial application and recertification (renewal). The [Form 339 Simplified Reporting Requirement \(SRR\)](#), may be provided to the AU at initial application and recertification.

An interim change occurs when the AU has a change in circumstances that has occurred after the application or recertification (renewal) interview or during the certification period.

A SNAP applicant is required to report anticipated changes related to its SNAP benefits at the application or recertification (renewal) interview. Changes meeting a simplified reporting requirement that occur after the certification interview but before the date of the notice of eligibility must be reported no later than 10 calendar days of the date of the notice of eligibility.

Change Report Form

Changes may be reported in any of the following ways:

- In person
- By telephone
- By mail
- By computer match or update
- By fax
- Through the Gateway system

The [Form 846 Change Report Form](#), may be provided to the AU at the following times:

- At application certification
- At recertification (renewal)
- At periodic reporting, if requested by the AU
- If the AU requests or needs a form
- When the AU returns a completed form to report a change.

Simplified Reporting Requirements (SRR)

Simplified Reporting changes must be reported no later than the 10th calendar day from the end of the month in which the increase or change occurred.

SRR AUs must report when an AU member receives substantial winnings from lottery winnings, gambling winnings, prizes, awards and/or windfalls. This is a cash prize won in a single game. If the AU receives substantial winnings from lottery winnings, gambling winnings, prizes, awards and/or windfalls, with a gross amount of \$4500 or more (before taxes or other amounts are withheld), the AU must report these winnings no later than 10 calendar days of the end of the month in which the household receives the winnings.

SRR Reported Changes

When an AU reports income changes that exceed 130% of the FPL for the AU's size, the agency must reestablish the AU's eligibility. Prior to terminating benefits, verify the termination is due to an increase in ongoing income and not due to an additional payment of income, such as a 3rd or 5th payment.

ABAWD SRR Reported Changes

ABAWDs must also report changes in work hours that fall below 20 hours per week, averaged 80 hours monthly. [3355 Able-Bodied Adults Without Dependents \(ABAWD\)](#). If an SRR AU reports a change in work hours below 20 hours per week, averaged 80 hours monthly, refer the individual to the eligibility worker to reassess the individual's work status.

Periodic Reporting

Periodic reporting is required for households that are certified for longer than 6 months. Periodic reporting is currently waived for Senior SNAP households, unless the household becomes ineligible for Senior SNAP, but remains eligible for SNAP during their 36-month certification period. See [3730 Periodic Reporting](#) policy.

Agency Required Action on Reported Changes

The agency is required to act on specific changes as identified below:

- All address changes and any potential shelter cost changes reported by the AU to the agency.
- All changes reported by the AU to the eligibility worker for the purpose of updating the SNAP case.
- Changes reported by the AU at periodic report.
- Changes processed in the TANF and Medicaid Programs that automatically update the SNAP case.
- Changes reported by the Social Services Program to the eligibility worker.
- Changes reported by the AU or the Georgia Lottery Corporation that the AU or an AU member has won substantial winnings from lottery winnings, gambling winnings, prizes, awards and/or windfalls in the amount of \$4500 or more.
- An AU member is identified as a fleeing felon or probation or parole violator.
- Information received through Interfaces and data matches from Social Security (SDX, BENDEX) and the related Gateway Alerts.
- ABAWD Reports and the related Gateway Alerts.

- Gateway Alerts that a child in the AU has turned age 18.

These changes require that an action is completed when reported or received by the agency. To complete these changes, contact with the AU may be required to ensure that all points of eligibility are addressed and updated appropriately. A change reported in the TANF and Medicaid programs must be acted on appropriately.

Agency Required Action on Reports and Notifications

The agency will act on the following reports and notifications of possible changes in AU circumstances at initial application and recertification (renewal):

- Newborn Reports
- Prisoner Matches
- W-4 Wages Matches, New Hires Matches, and related Alerts
- Child Care Updates
- DOL Report of UCB and related Gateway Alerts
- IEVS

Although an AU's circumstances may change, the AU's reporting requirement is determined at initial application or recertification (renewal), whichever comes first.

Unclear Information

During the certification period, the agency may receive questionable or unclear information about a household's circumstances that prevents the agency from determining ongoing eligibility.


Unclear information is information that is not verified, or information that is verified but the agency needs additional information to act on the change.

The agency must request clarification and verification (if applicable) of household circumstances for any unclear information that appears to present significantly conflicting information from the information that was used by the agency at the time of certification.

If the agency receives information through Interfaces or data matches from the Social Security Administration (SSA), the agency must request verification. The verification checklist must clearly explain what information is needed from the household and the consequences of failing to respond to the notice. If there is no response to the request for information, terminate benefits and issue a notice of adverse action.

If the unclear information does not meet the required reporting criteria for Simplified Reporting households and does not relate to data matches, then the agency shall not act on the information or require the household to provide verification until the next certification is due.

3725 Senior Supplemental Nutrition Assistance Program (Senior SNAP)

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|---|--|--|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Senior Supplemental Nutrition Assistance Program (Senior SNAP) | | |
| | Effective Date: | July 2024 | | |
| | Chapter: | 3700 | Policy Number: | 3725 |
| | Previous Policy Number(s): | MT-75 | Updated or Reviewed in MT: | MT-78 |

Definition of Senior SNAP

The Senior SNAP program is an elderly simplified application project designed to reinvent the SNAP process for elderly households who have traditionally proven to be stable households with fixed income, and few reportable changes in household composition and deductions.

This segment of the population faces barriers to participation in the SNAP program due to the complexities of the application process and problems associated with age such as transportation, mobility, and disability.

The program is designed to increase the efficiency of the SNAP program; improve delivery of SNAP benefits to eligible households, and to raise the levels of nutrition among low-income households and individuals who are elderly.

The Senior SNAP program is administered by the Senior SNAP Unit, a centralized unit that processes all senior SNAP applications and renewals, and that maintains the eligibility functions of the project.

Determining Eligibility for Senior SNAP

To be eligible for the Senior SNAP program, the household must meet the following requirements:

- All household members must be 60 years or older and purchase and prepare their meals together;
- The household has **no earned income** (this includes countable and excluded earned income);
- The household has fixed income such as SSA, SSI, Federal or State Retirement, Railroad Retirement, VA, and Disability Income.

Senior SNAP eligibility is determined based on information provided on the application and any information provided through state and federal computer matches (SDX, BENDEX, IEVS, etc.). Households are not required to verify any additional income information, unless the information is questionable or cannot be verified through a state or federal computer match.

All Senior SNAP households authorized on or after **February 1, 2023** are assigned thirty-six (36) month certification periods.

Verification Requirements

Households must verify the following information:

- Identity
- Citizenship
- Non-citizen status
- Income that cannot be verified through a state or federal computer match
- Medical expenses reported on the application
- Residency
- Shelter Expenses
- Questionable information

Households are not required to verify any additional information unless it is questionable.

Refer to Section 3035, Verification for any other points of eligibility related to verification requirements.

Senior SNAP Procedures

Senior SNAP benefits are calculated the same as any regular SNAP household. Refer to Section 3610, Budgeting, for policy on how to budget SNAP cases.

Notification of Senior SNAP eligibility includes the number of household members participating in Senior SNAP, the benefit amount, the certification period and instructions for receipt and use of the EBT card. In addition, Senior SNAP households receive a Rights and Responsibilities page and Simplified Reporting Requirements page that explains the household's rights and responsibilities and reporting requirements.

The following procedures describe the operations of the Senior SNAP project.

Initial Applications

All Senior SNAP households must be interviewed at initial application.

The Senior SNAP Project will follow regular SNAP procedures for scheduling interviews for initial applications. Schedule an interview for all applicants who are not interviewed on the day they submit their applications. All Senior SNAP assistance units (AU) entitled to expedited services must be able to participate by the 7th calendar day following the date of application or the date of eligibility for expedited services is discovered.

When applying with Form 298 and the customer does not qualify for Senior SNAP, Gateway will automatically determine eligibility for the household as a regular SNAP AU. The household will not be required to submit a new application for the regular SNAP. The case manager should document that the customer applied for Senior SNAP and that Gateway determined the customer to be eligible for regular SNAP.


Senior SNAP Applications should be mailed/faxed to:

Georgia Senior SNAP
P.O. Box 450149
Atlanta, GA 31145-0149
Fax: 678-717-5585


Recertifications

The household must self-declare all information on the Senior SNAP renewal form (Form 298 or Form 508). The Senior SNAP project will use the completed form to determine eligibility. An interview is not required **except** in the following situations:

- Prior to closing or denying a Senior SNAP recertification;
- If information supplied by the household or authorized representative is questionable, incomplete, contradictory; or
- If the Senior SNAP household requests an interview.

 A Senior SNAP recertification application may not be denied without first attempting to schedule a recertification interview.

Households will renew their eligibility for Senior SNAP every thirty-six months (36) to continue SNAP participation. The renewal form is used to determine continued eligibility and should be returned to the Senior SNAP project address listed above.

 Senior SNAP households will receive an annual notification reminding the household of their reporting requirements and how to report changes.

The Senior SNAP worker will evaluate the information on the renewal form and make any changes that are needed to determine continued eligibility.

Failure of the household to return a completed Senior SNAP renewal form will result in a system generated closure. Senior SNAP staff will attempt to contact the household prior to closure of the case.

In situations at recertification, where the household composition changes and all members are no longer elderly and/or have earned income, Georgia Gateway will cascade from Senior SNAP to regular SNAP without the household having to reapply. If at recertification a regular SNAP household now meets the criteria to be considered Senior SNAP, Georgia Gateway will convert the case to Senior SNAP without the household having to reapply. The household's certification period will be adjusted based on the reported changes.

Periodic Reporting

Periodic reporting is required for households that are certified for longer than 6 months. Periodic reporting is currently waived for Senior SNAP households, unless the household becomes ineligible for Senior SNAP, but remains eligible for SNAP during their 36-month certification period. See Section 3730 Periodic Reporting.


Changes

Senior SNAP households have the simplified reporting requirement and are required to report when their total gross monthly income goes over the income limit for the household size. This change must be reported no later than the 10th day from the end of the month in which the change occurs.

Senior SNAP staff will send notifications regarding the effect of any change in benefit amount based on regular SNAP regulations.


If during the certification period, a household becomes ineligible for Senior SNAP but remains eligible for SNAP, the AU will cascade to a regular SNAP AU. The cascaded AU is still entitled to the 36-month certification period, with simplified reporting but will be required to submit periodic reports. See [3730 Periodic Reporting](#).

At the time of conversion, the household will be notified of the changes in their status and responsibilities. At the end of the 36-month certification period, the household must be recertified according to normal SNAP recertification requirements.

 Certification periods will not be shortened based on changes reported during the current certification. Certification periods are only updated at recertification.

Electronic Signatures


Electronic signatures utilizing Adobe Signature or other E-Signature software will be acceptable for all SNAP forms. A completed application consists of a signed application submitted with a name and address. A typed name on the signature line of a paper application is not acceptable.

 If an authorized representative applies on behalf of a customer, the application must be signed by either a responsible member of the household or the household's authorized representative.

Claims

Senior SNAP recipient claims will be routed to the Office of Inspector General (OIG) Benefit Recovery (BR) Claims Unit for processing.

3730 Periodic Reporting

| Georgia Division of Family and Children Services SNAP Policy Manual | | | | |
|---|-----------------------------------|--------------------|-----------------------------------|-------|
|  | Policy Title: | Periodic Reporting | | |
| | Effective Date: | October 2024 | | |
| | Chapter: | 3700 | Policy Number: | 3730 |
| | Previous Policy Number(s): | 77 | Updated or Reviewed in MT: | MT-79 |

Requirements

A review of AU circumstances is required at the midpoint, or an established frequency, during the certification period for the continuation of Supplemental Nutrition Assistance Program (SNAP) benefits. Periodic reporting is required for households that are certified for longer than 6 months. Households must file a periodic report in the 6th month of their certification period for households certified for 12 months and in the 12th month of their certification period for households certified for 24 months.

i If a household reports certain changes in circumstances during the certification period, the frequency of the periodic report may change. For example, if a customer has a 24-month certification period and reports earned income at interim change, the periodic report will be due every 6 months even though the AU keeps the same 24-month certification period.

Basic Considerations

The periodic report process includes filing and completing a periodic report, having certain information verified, discrepancies resolved, and processing information in the eligibility system within the required standard of promptness. An interview is **not** required for a periodic report.

The periodic report process consists of a review of the AU's household composition, change of address, ABAWD work requirements, income changes, including lottery and gambling winnings, child support deductions and resources.

A periodic report form is considered filed when it is signed, completed in its entirety, and received by the agency. Unlike applications and recertifications, a periodic report form is **not** considered filed with only a name, address, and signature.

Benefits are not continued if the household fails to complete and submit a periodic report and required verification.

Verification

At periodic report, if no changes are reported and there are no discrepancies, then **verification is not required**.

At Periodic Report verify the following information **IF** it has changed: • household composition • address and applicable shelter costs • ABAWD work requirements • gross income (earned and self-employment) • unearned income (if it has changed by more than \$100 or the income will cause the case to terminate) • lottery and gambling winnings • child support deductions

i At Periodic Report, if a change is reported that impacts work registration status then it must be reviewed, and verification may be required based on the policy for the specific work registration status. Refer to [3350 Work Registration](#).

Any information that is incomplete, inaccurate, inconsistent, or questionable must be verified.

Refer to [Chart 3035.1, Summary Verification Chart](#) for verification requirements at periodic reporting.

Reported Changes

Changes reported during the periodic report process are effective in the first month of the new reporting period.

Periodic reporting is currently waived for Senior SNAP households, unless during the certification period, a Senior SNAP household reports a change that makes the household ineligible for Senior SNAP but remains eligible for SNAP. The household will be converted to a regular SNAP AU and will be required to submit periodic reports until the current certification period ends. Refer to [3725 Senior Supplemental Nutrition Assistance Program \(Senior SNAP\)](#).



The certification period is not shortened or extended during the periodic reporting process. Certification periods are only updated at recertification.

Expedited Services

Periodic reports are not considered applications, therefore, expedited processing is not applicable.

Standard of Promptness (SOP)

Eligible AUs must receive notification of their eligibility and notification of receipt of their benefits by the next issuance cycle. Ineligible AUs must receive adequate notification of their termination by the end of the month in which the periodic report is due.

Periodic Report Notices

A periodic report notice is system-generated on the 15th of the month prior to the periodic report due month. The notice is used to notify the AU that the household is due for a periodic report. The notice includes the following information:

- the date by which the AU must file a periodic report to receive uninterrupted benefits
- the consequences of failing to file a periodic report and/or complying with the periodic report process
- the potential delay in SNAP benefits due to a late periodic report submission
- the date the SNAP case is due to close for failure to submit a completed periodic report form
- the right to receive a periodic report form and have it accepted if it contains a name, address, and signature, and is completed in its entirety
- the right to request a periodic report form by mail or in person
- the ways to submit a periodic report
- that the AU must complete the periodic report process and provide required verification
- the name and telephone number of the eligibility worker
- the right to request a fair hearing

An additional periodic report notice is system-generated on the 5th of the periodic report month **IF** the AU has not submitted a completed periodic report form. This notice is to notify the AU that the agency has not received its completed periodic reporting form. The notice combines the reminder

notice and adequate notice of termination/change into one correspondence. In addition to the above information, the reminder notice includes the following:

- a completed periodic report form has not been received by the agency
- the required actions to continue receiving SNAP benefits
- the required actions to re-apply for benefits if the case terminates
- the termination reason if the completed form is not received

i The AU will not receive another reminder notice or termination notice if the household does not comply with the periodic report process.

Periodic Report Forms

- [Form 528 Periodic Report Form](#)
- Georgia Gateway system
- [Form 339 Simplified Reporting Requirement \(SRR\)](#), if Gateway is down
- [Form 859, SNAP Consolidated Work Requirements Notice](#), if work registrants are in the AU
- [Form 846, Change Report Form](#), if requested by the AU

i If a household submits a form 297 or 508 for a periodic report, the household will not be required to submit a form 528 to complete their periodic report. If the customer uses a form 297 or 508, all the areas that apply to the submission of a periodic report must be completed to be considered a valid periodic report. Those areas are household composition, change of address, ABAWD work requirements, income changes, lottery/gambling winnings, child support deduction, and resources. Case note documentation must be added to explain the use of the form 297 or 508 to complete the household's periodic report.

Electronic Signatures

Electronic signatures utilizing Adobe Signature or other E-Signature software will be acceptable for all SNAP forms. A completed periodic report consists of a signed form submitted with a name and address. A typed name on the signature line of a paper application is not acceptable.

i If an authorized representative applies on behalf of a customer, the application must be signed by either a responsible member of the household or the household's authorized representative.

Procedures

An AU may file and submit a completed periodic report in one of the following ways:


- in person
- through an authorized representative (Refer to [3120 Authorized Representative](#))
- by phone via the Customer Contact Center
- by fax or other electronic transmission

- by mail
- during a home visit with DFCS staff
- through a SNAP outreach partner
- through the Georgia Gateway system

An interview is not required for a periodic report.

Follow the steps below to complete a periodic report.

Step 1 Mail the AU a periodic report notice in the month preceding the month in which the periodic report is due so that the AU may submit a periodic report by the 5th day of the due month.

 If the completed periodic report is not received by the 5th day of the due month, a system generated reminder notice will be mailed to the household.

Step 2 Examine the periodic report form to determine if the form is incomplete, requires verification, or is not signed. Obtain verification when required. Refer to [Chart 3035.1](#), for verification requirements at periodic reporting.

If the form is incomplete, or verification has not been returned, send a Verification Checklist (VCL), to request a completed form and all required information. Give the AU at least 10 calendar days to return the information.

Step 3 Review the last initial application, renewal or periodic report prior to completing the periodic report. **Note:** Third-party verification is only required if the household has reported a change in their household circumstances. An interface should only be accessed if verification is required to complete the periodic report **and** the interface accessed provides results that are considered verified upon receipt. Contact the customer to resolve any discrepancies.

Step 4 If the form and all required information are received by the appropriate SOP, document the information obtained and verified during the periodic reporting process in the Gateway system and indicate that the periodic report is complete. **DO NOT assign a new certification period.**


Step 5 If the form is not returned or all required verification is not received by the end of the appropriate SOP, close the case.

Use the information in the chart below to process SNAP Periodic Reports.


CHART 3730.1 - PROCESSING SNAP PERIODIC REPORTS

| IF THE | THEN |
|--|--|
| AU files a periodic report on or before the 5th day of the month in which the periodic report is due | Process the periodic report by the end of the periodic report due month. If the end of the month falls on a weekend or holiday, process the periodic report by the last workday prior to the end of the periodic report due month. |
| AND has met all periodic report requirements | |

| IF THE | THEN |
|---|--|
| <p>AU files a periodic report on or before the 5th day of the month in which the periodic report is due</p> <p>AND</p> <p><u>fails to return required verification</u> by the requested deadline</p> | <p>Terminate the AU after the verification deadline, but no later than the end of the periodic report due month. If the end of the month falls on a weekend or holiday, terminate the AU by the last workday prior to the end of the periodic report due month.</p> <p>If verification is submitted before the last day of the periodic report due month, reinstate the case, and provide a full month of benefits beginning with the first month of the new reporting period.</p> <p>Benefits must be made available to the AU no later than ten days after its next issuance date.</p> |
| <p>AU files a periodic report after the 5th day of the month in which the periodic report is due</p> <p>AND</p> <p>has met all periodic report requirements</p> | <p>Process the periodic report to allow for the AU to receive its SNAP allotment no more than ten days after its next issuance cycle.</p> |
| <p>AU files a periodic report and the AU was terminated for failure to return verification, and/or the SOP has expired</p> <p>BUT</p> <p>Verification was returned within 30 days following the periodic report due month.</p> <p>AND</p> <p>has met all periodic report requirements</p> | <p>Reopen and prorate benefits from the date the verification is received, and all periodic report requirements are met. Process the case within 5 workdays after receipt of the verification.</p> |
| <p>AU <u>fails to file a periodic report</u> at the midpoint of the current certification period but files a periodic report within 30 days following the periodic report due month of the current certification period</p> | <p>Reopen and prorate benefits from the date the periodic report is received.</p> <p>Expedited processing is not applicable.</p> |

 The agency must give assistance units (AU) at least 10 days to provide any required verification. Refer to [3035 Verification](#).

3800 Issuance Overview

| | | | | |
|---|--|----------------------------|----------------|------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Issuance Overview | | |
| | Effective Date: | December 2019 | | |
| | Chapter: | 3800 | Policy Number: | 3800 |
| Previous Policy Number(s): | MT-39 | Updated or Reviewed in MT: | MT-58 | |

Requirements

Issuance is the method by which benefits are distributed to eligible food stamp assistance units (AUs).

Basic Considerations

Benefits are issued at the time of approval and thereafter as required by policy.

Benefits are authorized via Gateway.

Procedures

EBT cards are to be mailed to one of the following:

- The residential address
- The mailing address of the AU, if different from the residential address
- A Post Office Box, if **both** of the following apply:
 - the residential address has been provided,
 - no more than three AUs receive benefits at the Post Office Box
- General Delivery only in communities where no mail delivery is provided
- An address other than the AU's address only when the AU has a valid reason. Document the reason in the case record.


i DO NOT mail EBT cards in care of another person.

Follow the guidelines below for homeless or seasonal farmworker AUs:

- Explore the possibility of alternate mailing addresses with the AU.
- If a homeless shelter is used, contact the manager for an agreement to accept mail from DFCS.
- If no other address is available, mail the EBT cards to the county office.

When EBT Cards are sent to the county office, make every effort to ensure the AU receives the EBT cards.

3805 Electronic Benefits Transfer (EBT)

| | | | | |
|---|--|------------------------------------|-----------------------------------|-------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Electronic Benefits Transfer (EBT) | | |
| | Effective Date: | October 2024 | | |
| | Chapter: | 3800 | Policy Number: | 3805 |
| | Previous Policy Number(s): | MT-74 | Updated or Reviewed in MT: | MT-79 |

Requirements

Supplemental Nutrition Assistance Program (SNAP) benefits are issued to an Electronic Benefits Transfer (EBT) card using an Electronic Funds Transfer (EFT) process and a client-established Personal Identification Number (PIN).

Basic Considerations

SNAP benefits are issued when a case is approved and authorized through the Gateway system or when benefits are added to an account manually. A case approved through the Gateway system sends that information to the EBT Application System (EBTAS). EBTAS then sends that information to the EBT Service Provider’s Electronic Payment Processing and Information Control (EPPIC) Administrative Terminal, where the authorized benefit is posted to the customer’s account.

The EPPIC Administrative Terminal (AT) is available through an intranet link. That link is 138.69.25.74:51532/gaebtmanage/login.eppic.

EBT Card

EBT accounts are established upon authorization of the case in the Gateway system or the EBT Unit can setup an account online in EBTAS. An EBT card will be sent to the applicant/recipient (A/R). A card mailer, tips card and handbook to explain how to use the card will accompany this card. EBT cards will not be created for subsequent cases on the same client ID. EBT cards have sixteen digits. The first six digits on the EBT card are 5081 48 and are the Georgia identifier.

i Georgia Disaster SNAP EBT cards begin with 5081 489.

The phone number for Conduent Customer Service is on the back of the card and in the card mailer. The Service Provider’s customer service phone number is 1-888-421-3281. Customers can also access Customer Service and view account information through the online portal by logging onto: www.connectebt.com/gaebtclient/.

Once an EBT account is set up the EBT card is produced and mailed. Upon receipt of the initial EBT card, the A/R must call Customer Service (1-888-421-3281) to activate their initial card and select a PIN.

i GA Disaster SNAP EBT cards are active upon receipt.

The Head of Household (HOH) will receive one EBT card to access all SNAP benefits for the entire

household. The Client ID in the Gateway system and EBT equals the case number on EPPIC AT.

Requests for replacement EBT cards due to loss, theft or damage may be completed by calling Conduent Customer Service, through the online portal or by having the county worker request a replacement card through the State Office EBT Team at EBT@dhs.ga.gov. Replacement cards are mailed in active status; the existing PIN will transfer to the new card.

Personal Identification Number (PIN)

An A/R may change their PIN by making a call to Customer Service or through the EBT online portal. The A/R will select the PIN of their choice and the new PIN will be updated effective immediately.

If the customer makes four (4) incorrect PIN attempts, the EBT account will be locked until midnight of the day the fourth attempt is made.

Access Sites

SNAP EBT benefits can be accessed through point of sale (POS) devices at retailers who carry the QUEST logo.

Account Setup

EBT accounts are set up when an initial case is processed in the Gateway system and/or if the A/R has never had a GA EBT account.

Assigning additional EDG numbers and/or Clients IDs in the Gateway system creates new account numbers which are then displayed in EBTAS. The most current account number in EBTAS is the one that should be used for data entry transactions. The EBT Service Provider defaults to the original account number.

Account Status

EBT accounts not debited for six months (180 days) may have stale unused benefits that can be used to repay any outstanding claims.

Expunged Benefits

Expungement is the removal of a benefits from an EBT account. This process occurs when there has been no credit or debit activity initiated by the client. Once benefits are expunged, they can no longer be accessed by the household. After 9 months of inactivity, benefits are expunged from the account one month at a time, first in first out as each month ages to 274 days. Any client-initiated debit or credit will stop the expungement process and the 274-day clock resets to zero.

Cards Received at County Office

EBT cards may be received at county DFCS offices for different reasons. For example, a lost card may be found in the community; A/R may return their card as they are no longer interested in participating in the program; A/R may not have a home address therefore their mail is delivered to DFCS, or A/R may have difficulty receiving their mail at their home address therefore their mail is

delivered to DFCS. EBT cards received at the DFCS office must be accounted for and secured properly.

EBT cards, which have been mailed to the DFCS office, will be retained for at least 60 days. If the A/R has not picked up the card at the end of 60 days, the card should be destroyed. The destruction of EBT cards requires a witness.

EBT cards returned to the office (found, unwanted, etc.) must be logged in and then can be destroyed immediately upon receipt.

When EBT cards are maintained at the county office for an agency representative to handle an A/R's financial dealings, they must complete an [EBT Form 4 - Control Log – Receipt of Card/PIN - Benefit Representative/Guardian](#) and it must be maintained to document the receipt of these EBT cards.

Accounts Accessed by Agency Employees

It is necessary for agency employees to complete EBT transactions for A/Rs from time to time as a part of their job. To insure the safety of A/R's accounts and to protect workers, the following procedures must be followed:

1. The County Director (or designee) must complete an [EBT Form 7 - EBT Card Sign Out Authorization Form](#) for each worker authorized to transact A/R's accounts. This form is completed on a per case basis.
2. Cards maintained at the county office for A/Rs must be logged in upon receipt and out/in whenever used on [EBT Form 5 - Control Log. EBT Card Sign In/Sign Out – Benefit Representative/Guardian](#) and [EBT Form 6, Control Log - EBT PIN Sign In/Sign Out - Benefit Representative/Guardian](#). The cards and PIN information must be stored in separate locations in the county office.
3. Each time an agency employee completes an EBT transaction for an A/R they must complete an [EBT Form 8 – Family Service Worker/Recipient Receipt](#) and maintain a copy in the A/R's Social Service record.

Manually Issued Benefits

Benefits can be manually issued to an EBT account when one of the following occurs:

- benefits cannot be issued via the Gateway system due to system problems
- an administrative law judge directs the county to pay a corrective on a closed case
- a corrective would be offset to repay a claim and the offset is not appropriate. (e.g., hardship situations)

The county will send the request for manual issuance to the Food and Nutrition Unit within the OFI Section at the State Office via [EBT Form 9 - Request for Manual Issuance of Benefits](#) for approval. The EBT Unit will process the manual issuance and email confirmation back to the county. The case should be brought to final in the Gateway system for the ongoing month at the time the manual issuance request is submitted, if appropriate. The amount and months of the manual issuance(s) will be entered in the Gateway system by the SNAP Field Program Specialist in the Quality Section or the SNAP Policy Specialist in the Food and Nutrition Unit at the State Office.

Voiding Benefits

When appropriate for policy reasons, pending SNAP benefits may be voided in EBTA from the time the benefit information is sent to EBT through the day prior to being posted in the A/R's EBT account. Only full month's benefit amounts are voided. Benefits waiting to be posted to an A/R's EBT account can be viewed on EPPIC on the Receipt Benefit Management screen.

Only pending ongoing monthly benefits can be voided. Initial benefits, restorations, correctives and/or supplementals cannot be voided.

Re-obligation

Benefits can be re-obligated from one EBT account to another in the case of death or an extreme emergency. The accounts must have different client ids and different case numbers. The benefits being re-obligated must be re-obligated to an account of the same type-FS to FS. The county will send the request for re-obligation to the Food and Nutrition Unit, SNAP Policy Team within the OFI Section at the State Office via [EBT Form 10 - Request for Re-obligation of Benefits](#) for approval. The EBT Unit Section will process the re-obligation and send confirmation back to the county.

Erroneous Debits

EBT accounts are sometimes erroneously debited preventing an AU from access to the benefits for which it is eligible due to a system error. When this happens the A/R must call Customer Service and file a claim. The A/R must provide the card number, the date the error occurred, the dollar amount of the erroneous debit, and the location where the error occurred. Erroneous debit claims must be resolved within 10 business days.



The A/R is not eligible for restored benefits via the Gateway system because of an erroneous debit. The correction is made directly by the EBT Service Provider to the EBT account.

Card Skimming & Cloning

The Consolidated Appropriations Act of 2023 includes provisions for the replacement of certain benefits stolen through skimming, cloning or other fraudulent methods **October 1, 2022, through September 30, 2024**, with federal funds. The Continuing Appropriations and Extensions Act of 2025 extended this authority to **December 20, 2024**.

Unlike erroneous debits attributed to system errors, EBT benefits are sometimes stolen due to skimming, cloning or other fraudulent methods. Skimming involves the use of electronic equipment to capture a recipient's EBT card information without the recipient's knowledge. Criminals can use the data captured by skimming or other means to create fake EBT cards (card cloning) and then use those to steal from households' accounts. Other similar fraudulent methods of obtaining EBT card data may include, but are not limited to, scamming through fraudulent phone calls or text messaging that mimic official state agency messaging and phishing.

If a SNAP recipient believes that their SNAP benefits have been stolen or skimmed, the recipient must contact the agency via in email, in person or by phone, to request and complete an affidavit to begin the validation process.

All requests for replacement benefits are reviewed by the Office of Inspector General (OIG) prior to

approval.

Adjustment Rule

In the situation of an EBT system problem, which causes an account to be debited or credited incorrectly, a retailer may request the account be corrected. A/R will be sent a FS EBT Adjustment Notice from the Service Provider which explains:


- the reason for the error
- the place, date, time the error occurred
- the amount of the error
- that the amount will be debited from their account. If the full amount is not available in their account, the debit will be made the next month
- Right to a Fair Hearing

Questions and hearing requests regarding these situations will be directed to the Personal Advocates at the State Office.

The hearing will be conducted with an EBT State Office Unit staff member testifying for the agency.

If a hearing request is received, the EBT unit will update EPPIC accordingly.

3810 Issuance

|  Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|--|--------------|-----------------------------------|-------|
| Policy Title: | Issuance | | |
| Effective Date: | October 2024 | | |
| Chapter: | 3800 | Policy Number: | 3810 |
| Previous Policy Number(s): | MT-77 | Updated or Reviewed in MT: | MT-79 |

Requirements

SNAP benefits are issued in the form of an electronic funds transfer (EFT) using an electronic benefits transfer (EBT) card and personal identification number (PIN).

Basic Considerations

SNAP benefits are issued as follows:

- initial benefits
- ongoing monthly benefits
- restorations
- supplemental benefits

- replacements for the loss of destroyed food
- manually issued benefits (Refer to Section 3805)

SNAP benefits may be used to purchase any food or food product intended for human consumption such as:

- breads and cereals
- fruits and vegetables
- meats, fish and poultry
- dairy products
- seeds and plants, which produce food for the AU to eat
- meals prepared and delivered by an authorized meal delivery to AUs eligible for delivered meals
- meals served by an authorized communal dining facility for elderly AUs and SSI AUs
- meals prepared and served by a drug or alcohol treatment facility for AUs receiving treatment
- meals prepared and served by a group living arrangement for its residents
- meals prepared and served by a shelter for battered women and children to its residents

SNAP benefits may not be used to purchase:

- beer and wine
- liquor
- cigarettes or tobacco
- pet foods
- soaps, paper products
- household supplies

SNAP benefits may not be:

- sold, traded or given away
- used to allow retailers to buy benefits in exchange for cash
- used to pay credit accounts

Initial Month Issuance

Approving the application authorizes the initial month's benefits. Gateway will do the following:

- authorize the initial benefits in the nightly processing cycle when the case is finalized
- post benefits to the EBT account after processing
- include all eligible benefit amounts, prorated from the date of application, and for any intervening months, in the issuance in the month of finalization.

Prorating Initial Month's Benefits

Prorated initial benefits are:

- rounded down to the next lower even dollar
- not issued if the amount is less than \$23



Eligible one and two person AUs are not issued the minimum benefit amount for the initial month of application when:

- The AU's normal ongoing benefit amount is less than the minimum benefit, but the AU will receive a monthly ongoing benefit of the minimum amount.

To determine the amount of benefits to issue for the initial application month, use the chart and follow the procedures below:

- Find the application date in Column I
- Identify the appropriate multiplication factor in Column II
- Apply the appropriate multiplication factor to the AU's full monthly allotment, rounding the amount down to the nearest whole dollar
- The amount is the prorated amount for the initial month of application



The AU's full monthly allotment is determined by the system or manually after determining the AU's net income and comparing it to the Basis of Issuance Tables (BOI) for AU sizes 1-10 or BOI Tables for AU sizes 11-20.

CHART 3810-1 - PRORATING THE INITIAL MONTH'S BENEFITS

| Column I Date of Application | Column II Multiplication Factor |
|------------------------------|---------------------------------|
| 1 | 1.000 |
| 2 | .9667 |
| 3 | .9334 |
| 4 | .9000 |
| 5 | .8667 |
| 6 | .8334 |
| 7 | .8000 |
| 8 | .7667 |
| 9 | .7334 |
| 10 | .7000 |
| 11 | .6667 |
| 12 | .6334 |
| 13 | .6000 |
| 14 | .5667 |
| 15 | .5334 |
| 16 | .5000 |

| Column I Date of Application | Column II Multiplication Factor |
|------------------------------|---------------------------------|
| 17 | .4667 |
| 18 | .4334 |
| 19 | .4000 |
| 20 | .3667 |
| 21 | .3334 |
| 22 | .3000 |
| 23 | .2667 |
| 24 | .2334 |
| 25 | .2000 |
| 26 | .1667 |
| 27 | .1334 |
| 28 | .1000 |
| 29 | .0667 |
| 30 | .0334 |
| 31 | .0334 |

Regular Monthly Benefits

AUs with one or two members who are eligible for an allotment of less than the minimum benefit amount will receive the minimum benefit amount.

In households with three or more members where the AU's net income is less than the maximum, but the AU is eligible for zero benefits, or eligible for less than the minimum allotment, the Gateway system will automatically close the case.

Ongoing monthly SNAP benefits are posted to EBT accounts according to the last two digits of the head of household's client ID number.

The benefit schedule is as follows:

| Client ID #s End In | Benefits Available On |
|---------------------|-------------------------------|
| 00-09 | 5 th of the month |
| 10-19 | 7 th of the month |
| 20-29 | 9 th of the month |
| 30-39 | 11 th of the month |
| 40-49 | 13 th of the month |
| 50-59 | 15 th of the month |
| 60-69 | 17 th of the month |
| 70-79 | 19 th of the month |
| 80-89 | 21 st of the month |
| 90-99 | 23 rd of the month |

Restoration

Authorize a restoration to correct an under issuance in the following situations:

- agency errors in benefit calculations
- reversal of an IPV disqualification
- specific policy requiring restored benefits
- restoration ordered by an administrative law judge

Benefits will be restored for not more than twelve months prior to whichever of the following occurred first:

- The date the State agency receives a request for restoration from a household
- or
- The date the State agency is notified or otherwise discovers that a loss to a household has occurred.

Restore to households in which benefits were found by any judicial action to have been wrongfully withheld. If the judicial action is the first action the recipient has taken to obtain restoration of lost benefits, then benefits will be restored for a period of not more than twelve months from the date the court action was initiated. When the judicial action is a review of an agency action, the benefits will be restored for a period of not more than twelve months from the first of the following dates:

- The date the agency receives a request for restoration:
 - If no request for restoration is received, the date the fair hearing action was initiated; but
 - Never more than one year from when the agency is notified of, or discovers, the loss.

Benefits will be restored even if the household is currently ineligible.

Restorations will be offset to pay on active unpaid claims **but** do not apply a restoration against an unpaid claim when:

- an initial allotment is issued
- benefits are reinstated
- benefits are replaced as a result of loss through a disaster
- initial benefits are expunged
- supplemental benefits are issued as a result of an expedited change (i.e., addition of an AU member or a decrease in gross monthly income of \$50 or more)

Issue a notification form to inform the AU of all of the following:

- the amount of benefits restored
- the reason for the restoration
- the amount offset against the unpaid claim, if any

- the 90-day period allowed requesting a hearing to contest the amount or the denial of restored benefits.

If one AU becomes two or more AUs before a restoration is paid, issue benefits according to the following guidelines:

- to the AU with the majority of the members from the original AU
- if each current AU has an equal number of members from the original AU, to the AU which contains the head of the original AU
- if unable to locate the head of the original AU, prorate the benefits equally between the AUs containing the members of the original AU

Supplemental Benefits

Issue supplemental benefits for either of the following reasons:

- The addition of a new AU member causes an increase in the benefit amount.
- A decrease in income of \$50.00 or more occurs in a prospectively budgeted AU.

If a reported change results in an increase in benefits, the change is made effective no later than the first allotment issued 10 calendar days after the date the change was reported.

Supplemental allotments will be posted to EBT accounts after system processing.

Replacing Food Destroyed in a Disaster When Food Was Purchased with SNAP Benefits

Follow the steps below when an AU reports a loss of food destroyed in a disaster, which was purchased with SNAP benefits within 10 calendar days of the occurrence:

1. Verify that a disaster, such as a fire or flood, occurred.



Replace benefits for loss of food purchased with SNAP benefits when a household experiences a power outage of 4 or more hours due to a disaster and it is reported within 10 calendar days of the occurrence.

2. Have the AU to sign a statement or file an affidavit attesting to the loss of food. If the 10th day falls on a weekend or holiday, and the statement is received the next business day after the weekend or holiday, the State agency shall consider the statement received timely. If the signed statement or affidavit is not received by the State agency within 10 days of the date of report, no replacement shall be made.




The AU may mail the statement to the county office, submit it in person at the county office, or place the statement in the drop box located outside of the county office.

3. Provide a replacement (as a claim underpayment in Gateway) within 10 calendar days of the reported loss.
4. Replace benefits in the amount of the loss, up to a maximum of one month's allotment.
5. If restored benefits were part of the month's allotment, replace the amount of the restoration.

6. There is no limit to the number of replacement benefits for food destroyed in a disaster.

Appendix A Financial Standards

Appendix A Financial Standards Overview

| | | | |
|---|--|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | Financial Standards Overview | |
| | Effective Date: | October 2024 | |
| | Chapter: | Appendix A | Policy Number: |
| Previous Policy Number(s): | MT-56 | Updated or Reviewed in MT: | MT-79 |

Requirements

Monthly benefit amounts for all eligible Supplemental Nutrition Assistance Program (SNAP) Assistance Units (AUs) are based on the adjusted net monthly income of the AU.

Basic Considerations

Monthly benefit amounts for eligible SNAP AUs are determined by comparing the AU's adjusted net monthly income to the Basis of Issuance (BOI) tables. Refer to [3610 Food Stamp Budgeting](#).

Annual Updates

The Basis of Issuance (BOI) tables are issued annually by the USDA Food and Nutrition Service (FNS) based on the Consumer Price Index. The BOI tables are valid for the federal fiscal year (FFY) which runs from October 1 of the current year through September 30 of the following year.

FNS also updates the maximum gross and net income eligibility limits for AUs based on the AU size annually. The income limits are based on the Federal Poverty Level (FPL) income limits and are updated annually.


Thrifty Food Plan

The BOI tables are based on a maximum allotment amount for an AU size, with monthly benefits decreasing incrementally from the maximum amount as adjusted net monthly income increases. The maximum monthly allotment amount is based on the Thrifty Food Plan (TFP), the cost of a diet required to feed a family of four persons (a man and woman age 20 through 50; a child age 6 through 8; and a child age 9 through 11) for one month.

The most recent SNAP eligibility income limits, maximum allotment amounts, and BOI tables are contained in this appendix.

The current Basis of Issuance tables can also be accessed in this appendix, of the Policy and Manual Management System (PAMMS).

Appendix A SNAP Income Limits

| | | | | |
|---|--|--------------------|-----------------------------------|------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | SNAP Income Limits | | |
| | Effective Date: | October 2024 | | |
| | Chapter: | Appendix A | Policy Number: | Appendix A |
| | Previous Policy Number(s): | MT-74 | Updated or Reviewed in MT: | MT-79 |

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) INCOME LIMITS

Effective October 1, 2024 48 States and District of Columbia

| Household Size | Maximum Gross Monthly Income (130%) of Poverty Level | Maximum Net Monthly Income (100%) of Poverty Level | Monthly Gross Income Limit for Elderly/Disabled (165%) of Poverty Level | Maximum Allotments |
|------------------------|--|--|---|--------------------|
| 1 | \$1,632 | \$1,255 | \$2,071 | \$292 |
| 2 | 2,215 | 1,704 | 2,811 | 536 |
| 3 | 2,798 | 2,152 | 3,551 | 768 |
| 4 | 3,380 | 2,600 | 4,290 | 975 |
| 5 | 3,963 | 3,049 | 5,030 | 1158 |
| 6 | 4,546 | 3,497 | 5,770 | 1390 |
| 7 | 5,129 | 3,945 | 6,510 | 1536 |
| 8 | 5,712 | 4,394 | 7,249 | 1756 |
| Each Additional Member | +583 | +449 | +740 | +220 |

i Maximum Gross and Net Monthly Income figures are not used for computing the allotment amount. They are included as a reference for determining the household's eligibility.

Instructions for Basis of Issuance Table Use

These tables are extended to meet the needs of certain categorically eligible households. Therefore, the amounts shown on the tables are higher than the net income limits for some household sizes. Households, which are not categorically eligible for SNAP, must have incomes below the appropriate income limits.

To determine a household's monthly SNAP allotment using the Basis of Issuance tables:

1. Calculate the household's net monthly income. Households, which are not categorically eligible for SNAP benefits, will have net monthly incomes which are lower than or equal to the amounts shown in the **Net Monthly Income** column on the Basis of Issuance Table.
2. Find the appropriate net income amount, then go across to the appropriate household size on the Basis of Issuance Table to locate the allotment amount.

3. One and Two Person households that are categorically eligible will be eligible for at least \$23, even if the tables do not show a benefit amount at their net income levels.

To calculate the allotment manually (in lieu of step 2 above) or if the household is size 21 or larger:

1. Multiply the net monthly income by 30 percent.
2. Round the product up to the next whole dollar if it ends in 1-99 cents.
3. To obtain the household's allotment, subtract the result from the Maximum Allotment for the appropriate household size. However, if the computation results in \$1, \$3 or \$5, round up to \$2, \$4 or \$6, respectively.
4. If the allotment is for a **one or two-person household** and is less than \$23, or is a negative number, then round to the minimum allotment of \$23 for one and two-person households.


Basis of Issuance Tables (AU Sizes 1-10) FY25 with cents

Basis of Issuance Tables (AU Sizes 11-20) FY25

Basis of Issuance Tables (AU Sizes 1-10) FY25


Basis of Issuance Tables (AU Sizes 11-20) FY25 with cents

Appendix B Hearings

| | | | |
|---|--|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | Hearings Table of Contents | |
| | Effective Date: | January 2020 | |
| | Chapter: | Appendix B | Policy Number: |
| Previous Policy Number(s): | MT-51 | Updated or Reviewed in MT: | MT-59 |

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| APPENDIX B - HEARINGS TABLE OF CONTENTS |
| Hearings Overview |
| Responsibilities of the Office of State Administrative Hearings (OSAH) |
| Initial Hearings |
| Final Appeals |
| Responsibilities of the Office of General Counsel (OGC) |
| Administrative Disqualification Hearings (ADH) |

Hearings Overview

| | | | |
|---|--|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | Hearings Overview | |
| | Effective Date: | July 2024 | |
| | Chapter: | Appendix B | Policy Number: |
| Previous Policy Number(s): | MT-59 | Updated or Reviewed in MT: | MT-78 |

Requirements

An assistance unit (AU) is entitled to a fair hearing if it is aggrieved by any action taken by the agency that affects its participation in the Supplemental Nutrition Assistance Program (SNAP).

Basic Considerations

A request for a hearing is a clear expression by the AU or its representative that it desires to have an opportunity to present its case or to appeal a decision on its case to a higher authority.

Notification of the Right to a Fair Hearing

DFCS must inform the AU in writing of the right to a hearing at the following times:

- Initial application
- When an action is taken on the case that affects benefits

- When the AU requests a restoration of lost benefits

DFCS should assist the AU in completing the necessary document(s), if requested.

Hearings

Initial hearings in the SNAP are conducted by an Administrative Law Judge (ALJ) of the Office of State Administrative Hearings (OSAH). Hearings may be granted to any AU who makes a timely request. The hearing includes consideration of the following actions:

- any agency action, or failure to act with reasonable promptness, on a request for SNAP benefits, including the following:
 - a delay in determining eligibility and issuing benefits
 - a failure to act on a change
 - a termination or reduction of benefits
- any agency decision regarding eligibility, including the following:
 - the amount of benefits
 - the manner or form of payment
 - the individual to whom benefits are sent

 The AU has no right to a hearing based on a change in the SNAP issuance cycle.

 This list is not all-inclusive.

A request for a hearing may be oral or in writing. If an oral request is made, the agency should ask the AU to follow up the request in writing.

If a non-English speaking individual requests a hearing, then the agency must provide bilingual staff or interpreters and must ensure that the hearing procedures are explained in a language that the individual who is making the request can understand.

The AU may have a representative such as legal counsel, a relative, friend, or other spokesperson, or may represent him/herself at the hearing.

Hearing decisions are based on evidence and other material introduced at the hearing.

Hearing decisions specify the reason for the decision, identify supporting evidence and regulations, and specify findings of fact and conclusions based on law.

Benefits may be continued pending an initial decision or final appeal.

Benefits cannot continue if the hearing request is based on an action taken at recertification (renewal), as the recertification (renewal) establishes a new certification period and a new benefit level.

Refer to [Chart B1 - Adjusting Benefits After A Hearing or Final Appeal](#). The AU may appeal the initial hearing if it disagrees with the initial decision.

Procedures to Withdraw, Cancel, or Postpone the Hearing


Any cancellation, postponement, or written withdrawal received after submission of the OSAH Form 1, will be forwarded to OSAH within eight working days of receipt in the local DFCS office.

The withdrawal request must be made in one of the following ways:


- by written notification, signed by the A/R or representative
- by oral request

If an oral withdrawal of the hearing request is received prior to submission of the OSAH Form 1, DFCS must provide a written notice to the household within 10 days of the household's request confirming the withdrawal and providing the household with an opportunity to request a hearing. The written notice must advise the household it has 10 days from the date of the notice to advise DFCS of its desire to request or reinstate the hearing.

Chart B1 - Adjusting Benefits After A Hearing or Final Appeal

| CHART B2 – ADJUSTING BENEFITS AFTER A HEARING OR FINAL APPEAL | |
|---|--|
| If Benefits Are | Then |
| Continued or reinstated and the decision is favorable to the AU | <p>Continue benefits at the current level.</p> <p>Take action to issue any corrective payments or restorations as authorized by the Administrative Law Judge or Appeals Reviewer.</p> <p>If necessary, request additional verification to determine the benefit amount.</p> <p> Corrective payments are offset against outstanding claims. Notify the Administrative Law Judge at the hearing if there is an outstanding claim.</p> |
| NOT continued or reinstated and the decision is favorable to the AU | Take action to increase SNAP benefits within ten days of receipt of the hearing decision, or within the AU's normal issuance cycle. |
| Continued or reinstated and the decision is in the agency's favor | <p>Take action to decrease SNAP benefits in the next month's issuance cycle after the decision is received.</p> <p>Provide adequate notice to the AU. The notice <u>must not</u> advise the AU that he or she may request another hearing.</p> <p>Establish a claim against the AU for any issuance, if appropriate.</p> |
| NOT continued or reinstated and the decision is in the agency's favor | The case should remain closed or benefits should remain at the lower benefit amount. |

Responsibilities of the Office of State Administrative Hearings (OSAH)

| | | | | |
|---|--|------------------------------|-----------------------------------|------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Responsibilities of the OSAH | | |
| | Effective Date: | July 2024 | | |
| | Chapter: | Appendix B | Policy Number: | Appendix B |
| | Previous Policy Number(s): | MT-59 | Updated or Reviewed in MT: | MT-78 |

Requirements

The Office of State Administrative Hearings (OSAH) has specific duties regarding the conduct and requirements of a hearing.

Basic Considerations

OSAH must take the following actions as needed:

- provide at least ten days prior to the hearing of advance written notice to all responsible parties and representatives involved to permit adequate preparation of the case
- change the time and place of the hearing upon its own motion or for good cause shown by the AU
- adjourn, postpone, or reopen the hearing for receipt of additional information at any time prior to the mailing of the state’s decision on the case
- conduct a single group hearing, consolidating cases where the sole issue involved is one of state and/or federal law, regulation, or policy
- conduct a single hearing for both programs if a change in the AU’s TANF circumstances requires a reduction or termination of SNAP benefits
- conduct the hearing on a newly emerged issue if at the hearing it becomes evident that the issue involved is different from the one on which the hearing was originally requested
- order an independent medical assessment or professional evaluation at the agency’s expense if the hearing involves medical issues such as a diagnosis, an examining physician’s report, or a medical review team’s decision. The source of the evaluation must be satisfactory to the AU and the agency.

i Members of the medical review team may not be subpoenaed.

- determine the number of persons who may attend the hearing
- deny or dismiss a hearing request
- utilize only those facts or opinions which are evidence of the record, or which may be officially noticed and are therefore, subject to the rights of objection, rebuttal, and/or cross-examination by the parties. The Administrative Law Judge (ALJ) is the sole trier of fact.
- complete the hearing and make a decision within 60 days from the date of receipt of the oral or written hearing request
- mail the hearing decision to the claimant and the local office

- inform the claimant of appeal rights and that an appeal may result in a reversal of the decision.

The Hearing Decision

Hearing decisions must meet the following criteria:


- comply with federal law, regulations, or policy
- take into consideration only those issues directly related to the action being appealed
- be based on evidence and other material introduced at the hearing
- be accessible to the public, with the identity of the AU protected
- become part of the case record.

The Administrative Law Judge’s Official Record

The Administrative Law Judge’s (ALJ) official record must meet the following criteria:

- contain the substance of what transpired at the hearing and all papers and requests filed in the official proceedings
- be available to the AU or its representative by appointment for copying and inspection.

Initial Hearings

|  | Georgia Division of Family and Children Services | | | |
|---|--|-----------------------------------|-----------------------|------------|
| | SNAP Policy Manual | | | |
| | Policy Title: | Initial Hearings | | |
| | Effective Date: | July 2024 | | |
| | Chapter: | Appendix B | Policy Number: | Appendix B |
| Previous Policy Number(s): | MT-59 | Updated or Reviewed in MT: | MT-78 | |

Requirements

An assistance unit (AU) has the right to request a hearing if it believes that the decision regarding eligibility for and/or level of benefits is not correct and/or fair.

Basic Considerations

A request for an initial hearing may be made either at the local DFCS office, the Department of Human Services (DHS), or the Office of General Counsel (OGC). County offices must explain to the AU the procedures and methods for requesting a hearing.

An AU must request a hearing within 90 days from the date of notification that gives the adverse decision and in which the AU has expressed dissatisfaction. The AU may request a hearing to dispute the current level of benefits at any time within the certification period. If requested untimely, a second-level review will be completed to determine if the request is disputing the current level of benefits. If so, it will be processed as a timely request. The agency will attempt to contact the client

whether the request is timely or untimely.

If the hearing request is received directly by the Department of Human Services (DHS) or the Office of General Counsel (OGC), a copy of the request is forwarded to the county DFCS office. If necessary, the county office will assist the AU in submitting and processing the hearing request. Upon receipt of a hearing request from DFCS, OSAH notifies the county office of the date, time, and location of the hearing. For those counties with speakerphone capability, the hearing may be conducted via telephone by OSAH with the parties being present at the local hearing site. Hearing requests from AUs such as seasonal farm workers who plan to move out of state before the hearing decision is reached, are expedited so that they can receive a decision and restoration of benefits if applicable before they move.

Expedited SNAP Hearings

AUs contesting a denial of expedited services are entitled to a conference with the local DFCS office within two working days from the date the hearing request is filed. The AU may decline to attend the conference or request a later date for the conference.

AU's Hearing Rights

The AU may not be familiar with the rules of order, and it may be necessary to make particular efforts to arrive at the facts of the case in a way that makes the AU feel most at ease. The AU or its representative has the following rights:

- To examine all documents and records to be used at the hearing at a reasonable time before the date of the hearing as well as during the hearing. The contents of the case file including the application form and documents of verifications used by the agency to establish the AU's ineligibility or eligibility and the allotment shall be made available, provided that confidential information, such as the names of individuals who have disclosed information about the AU without its knowledge or the nature or status of pending criminal prosecutions, is protected from release. If requested by the AU or its representative, the agency shall provide a free copy of the portions of the case file that are relevant to the hearing. Confidential information that is protected from release and other documents or records that the AU will not otherwise have an opportunity to contest, or challenge shall not be introduced at the hearing or shall not affect the hearing official's decision.
- To present the case or have it presented by a legal counsel or other person.
- To bring and/or subpoena witnesses.
- To advance arguments without undue interference.
- To question or refute any testimony or evidence, including an opportunity to confront and cross-examine adverse witnesses.
- To submit evidence to establish all pertinent facts and circumstances in the case.
- To request assistance from the agency for transportation to the hearing.

Agency's Hearing Responsibilities

The agency has the responsibility to do the following:

- To ensure that its personnel with direct knowledge of the facts in dispute are present to testify.
- To ensure that all relevant agency records and legible copies are available as evidence.
- To ensure that non-agency witnesses and records are present either voluntarily or by subpoena.



Confidential information that is protected from release and other documents or records that the AU may not contest, or challenge cannot be presented at the hearing.

Unless the contested issue is resolved and withdrawn prior to submission to OSAH, a hearing will be conducted, a decision will be rendered, and the household and DFCS will be notified of the decision by OSAH within 60 days of receipt of the initial request. The 60-day SOP may be extended if the household requests postponements.

Decisions requiring case action should be acted on within 10 days of receipt of the hearing decision. Decisions which result in a decrease in household benefits will be reflected in the next scheduled issuance following receipt of the hearing decision.

Agency's Hearing Rights

The agency has the right to do the following:

- To bring and/or subpoena witnesses.
- To submit evidence to establish all pertinent facts and circumstances in the case.
- To advance arguments without undue interference.
- To question or refute any testimony or evidence, including an opportunity to confront and cross-examine adverse witnesses.

Processing a Hearing Request

Follow the steps below when an AU or its representative requests an initial hearing.

Step 1: Review the record to determine the following:

- Was the correct action taken?
- Is the AU eligible on all points of eligibility other than the one at issue?
- Is there enough information in the record to determine the correct amount of assistance? If not, obtain any needed verification either directly or by requesting that OSAH subpoena needed documents and/or witnesses.

Step 2: DFCS will attempt to discuss and resolve the complaint with the AU or the representative.

Step 3: If a mutually satisfactory decision can be reached, the AU may wish to withdraw the hearing request. Make the changes agreed upon during client contact (i.e. Step 1) whether or not the AU withdraws the hearing request.

Step 4: If during client contact a mutually satisfactory solution cannot be obtained, submit the completed OSAH Form within eight working days:


The information should be sent to:

Step 5: Determine if the AU is entitled to continued or reinstated benefits. Refer to Appendix B, Chart 1, in this section.

Step 6: Inform the AU that timeliness in filing the hearing affects the continuation or reinstatement of benefits and possible denial of the hearing request.

Step 7: Inform the AU that a request for continuation or reinstatement of benefits pending a hearing decision requires repayment of those benefits if the decision is adverse to the AU.

Step 8: Inform the AU that a waiver of continuation or reinstatement of benefits pending a hearing decision requires a corrective or restoration to the AU if the decision is favorable to the AU.

 If the hearing request does not indicate that the AU has waived continuation of benefits, assume continuation is desired.

Step 9: Allow the AU to examine all documents and records that will be used in the hearing. Allow the AU's representative to examine these documents, if the applicant/recipient (A/R) signs an authorization of release of information.

Step 10: Report any changes in the circumstances related to the hearing, including address changes, to OSAH.

Step 11: Forward any subsequent documents received concerning the hearing to OSAH.

 If the AU has a legal representative, all communication with the A/R is made through that person.

Refer to "Appendix B Hearings Overview" for steps on how to withdraw a hearing request.

Implementing a Hearing Decision

Follow the steps below to implement the hearing decision.

Step 1: Determine whether the decision is in the AU or the agency's favor. Use Appendix B, Chart B1, Adjusting Benefits After an Initial Hearing or Final Appeal, to determine the required action.

Step 2: Adjust the AUs ongoing benefits to the proper level, if necessary.

Step 3: Issue restorations as authorized by the Administrative Law Judge (ALJ) or Appeals Reviewer.



 Authorize restorations only for those months in which an agency error occurred.

Step 4: The system generated notice must be waived and the AU notified of the action taken via manual notice. Document on the notice each month's circumstance and eligibility status and that the action is the result of an appeal.


The hearing decision serves as adequate notice of the AU’s appeal rights.

Step 5: Forward written notification of the AU’s entitlement to the new county if the AU has moved and is entitled to restored benefits.

Chart B2 - Continuation of Benefits Pending Initial Decision

| CHART B2 – CONTINUATION OF BENEFITS PENDING INITIAL DECISION | |
|---|---|
| If the AU Requests a Hearing | Then |
| Within 14 days of the date of the timely notice and chooses to continue benefits or fails to waive the right to continued benefits on Form 118 | Continue benefits at the level prior to the date of the timely notice. |
| Within 14 days of the date of the adequate notice and chooses to continue benefits | Reinstate benefits at the level prior to the date of the adequate notice.  Re-instate SNAP benefits within five working days of the request for a hearing. |
| And claims good cause for not appealing during the 14-day timely notice period | Reinstate benefits only after approval by OSAH. |
| And the certification period ends | Allow the AU to reapply and determine eligibility for a new certification period. |
| And OSAH determines that the issue being appealed is federal law, regulation, or policy, and not an error by the agency | Reduce or terminate continued benefits immediately pending the hearing decision. Provide no additional timely notice period. |
| And a change affecting eligibility occurs while the hearing or decision is pending | Change the benefits appropriately unless the AU requests a hearing on the subsequent change. Notify OSAH. |
| And a change results in benefits not being reduced to the amount in the original notice | Adjust the benefits without waiting for the hearing decision. |
| And a mass change is required while the hearing or decision is pending | Change the benefits appropriately and notify the OSAH. Continuation or reinstatement of benefits is appropriate only if the OSAH determines that the mass change is incorrectly applied. |
| On an IPV disqualification | Do not reinstate benefits at the level prior to the disqualification.  Pend the outstanding claim and reinstate benefits to the level prior to recoupment, at the AU’s request. |

Final Appeals

|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
|---|--|---------------|-----------------------------------|------------|
| | Policy Title: | Final Appeals | | |
| | Effective Date: | July 2024 | | |
| | Chapter: | Appendix B | Policy Number: | Appendix B |
| | Previous Policy Number(s): | MT-59 | Updated or Reviewed in MT: | MT-78 |

Requirements

Assistance Units (AU) that disagree with an initial hearing decision have the right to request a final judicial appeal of the initial decision.

Basic Considerations

Effective May 8, 2018, with the passing of House Bill (HB) 790, any decision by an OSAH administrative law judge is a final decision that may only be appealed by filing a petition for judicial review in the Fulton County Superior Court or in the Superior Court in the County of residence of the petitioner.

AU Appeals the Hearing Decision

The AU or representative has the right:

- To appeal an initial decision within 30 days from the date of the notice.

The AU has the right to request continuation of benefits pending a final appeal decision. Use Chart B3 to determine eligibility for continuation of benefits pending a final appeals decision.

Procedures

Processing a Final Appeal

Follow the steps below if the AU or the county requests a Final Appeal of the initial decision.

Step 1.: The AU requests an appeal through the Office of General Counsel (OGC) or DFCS. If received by DFCS, refer the AU to instructions on filing for a judicial review contained in the initial hearing decision.

Step 2.: Clearance from the SNAP Policy Unit should be obtained to ensure the appeal request meets the hearing criteria before submitting an appeal. If an appeal is warranted, Form 136 and supporting documentation should be sent to the Fair Hearing Coordinator Supervisor who will e-mail all documents to OGC. OGC will review the request to determine the validity of the appeal and submit it to the Special Assistant Attorney General (SAAG) for filing in Superior Court. The petition must be filed in the appropriate court within 30 days after service of the initial decision.


Step 3.: The Superior Court reviews the AU's Appeal, renders a final decision and notifies all parties (AU, DFCS). THE AU'S APPEALS PROCESS ENDS.

Use the following chart to determine whether to continue, reinstate, or change benefits pending judicial review of a hearing decision.

| CHART B3 - CONTINUATION OF BENEFITS PENDING A FINAL APPEAL DECISION | |
|--|---|
| If the AU Requests a Final Appeal | Then |
| Within 30 days of the hearing decision and chooses to continue benefits | Continue any benefits pending the INITIAL hearing decision. |
| And claims good cause for not appealing during the 30-day time period | Reinstate benefits only after approval. |

| | |
|---|--|
| And the hearing decision determines that the issue was federal law , regulation or policy & benefits have been reduced or terminated | Do <u>not</u> reinstate benefits. |
| And a change affecting eligibility occurs while the final appeal decision is pending | Change the benefits appropriately unless the A/R requests a hearing on the subsequent change. |
| And a change results in benefits not being reduced to the amount in the hearing decision | Adjust the benefits without waiting for the final appeal decision |
| And a mass change is required while the final decision is pending | Change the benefits appropriately. Continuation or reinstatement is appropriate only if the mass change is incorrectly applied. |
| On an IPV disqualification | Do not reinstate benefits at the level prior to the disqualification. NOTE: Pend the outstanding claim and reinstate benefits to the level prior to recoupment, at the AU's request. |

Responsibilities of the Office of General Counsel (OGC)

| | | | |
|--|---|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Responsibilities of the OGC | |
| | Effective Date: | July 2024 | |
| | Chapter: | Appendix B | Policy Number: |
| Previous Policy Number(s): | MT-59 | Updated or Reviewed in MT: | MT-78 |

Requirements


The Office of General Counsel (OGC) has specific duties regarding any appeal of an OSAH hearing decision.

Basic Considerations

The OGC appeals reviewer for final appeals has responsibility for the following:

- taking additional testimony
- remanding the case to the Administrative Law Judge (ALJ) for correction to or adjustment of the initial decision
- requesting a response to any additional material or documentary evidence from the agency
- basing the final decision on the record from the ALJ augmented by additional material
- notifying the AU in writing of the final decision and of the right to a judicial review.

Administrative Disqualification Hearings (ADH)

| | | | |
|---|---|--|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Administrative Disqualification Hearings | |
| | Effective Date: | July 2024 | |
| | Chapter: | Appendix B | Policy Number: |
| Previous Policy Number(s): | MT-59 | Updated or Reviewed in MT: | MT-78 |

Requirements

An Administrative Disqualification Hearing (ADH) is initiated by the Office of Inspector General (OIG) and held by the Office of State Administrative Hearing (OSAH) when the county DFCS office has documented information that substantiates that an Intentional Program Violation (IPV) may have been committed.

Basic Considerations

The OIG conducts an investigation of an allegation that an individual committed an IPV. If the preliminary investigation supports an IPV and prosecution is not warranted, OIG refers the individual to OSAH for an ADH.

 The holding of an ADH does not preclude subsequent prosecution.

Hearing Consolidation

OSAH may consolidate a fair hearing with an ADH if both are based on the same or related circumstances. OSAH will hold one ADH for both TANF and SNAP if the suspected IPV affects both programs. The following provisions of fair hearings also apply to the ADH:

- The qualifications, powers, and duties of the hearing official
- The conduct of the hearing and the Assistance Unit's (AU's) rights
- The hearing decision prerequisites. Refer to Sections on Initial Hearings and Responsibilities of the Office of State Administrative Hearings (OSAH).

Hearing Notice

- The date, time and location of the hearing
- The charge(s) against the individual
- A summary of the evidence, and how and where the evidence can be examined
- A statement that the individual or representative will have 10 days from the date of the scheduled hearing to present good cause for failure to appear in order to receive a new hearing
- A warning that the decision will be based solely on the information provided by DFCS if the individual fails to appear at the hearing
- A description of the penalties that can result from a determination that the individual has committed an IPV, and a statement of which penalty is applicable to this individual

- A statement that the hearing does not preclude OIG from prosecuting the individual for an IPV in a civil or criminal court action, or from collecting an over issuance or overpayment
- A listing of individuals or organizations that provide free legal representation
- A listing of the individual's rights as they apply in fair hearings
- A statement that the individual has the right to obtain a copy of the hearing procedures.

Postponement

The hearing officer postpones the scheduled hearing with the following conditions:

- The individual requested the postponement at least 10 days in advance of the scheduled ADH
- The hearing is not postponed for more than 30 days
- The hearing is postponed one time only.

Scheduling of Hearings

OSAH must conduct the hearing, arrive at a decision, and notify all parties of the decision within 90 days of the date of receipt by the accused individual of the notice that a hearing has been scheduled. In the event of a postponement, the 90-day limit is extended for as many days as the hearing is postponed.



The accused individual continues to receive benefits to which she/he is entitled pending the ADH.

Failure to Appear

If the accused individual or a representative fails to appear at the hearing without good cause, the hearing is conducted without the individual.

Hearing Decision

The hearing officer considers the evidence and determines if an IPV was committed.

OSAH provides a written notice to the accused individual, to OIG and to the county DFCS office, which includes the following information:

- the hearing decision
- the specific reasons for the decision
- the supporting evidence and regulations
- the disqualification period and repayment requirement.

The hearing decision includes the effective month of the disqualification.

The county DFCS office notifies OSAH within 10 working days from receipt of the decision that the decision was received, and that appropriate action has been taken.

If the hearing officer determines there is no IPV, OSAH notifies the individual, OIG and the county

DFCS office, and the over-issuance is referred back to the county office to be processed as a non-fraud claim.

Refer to Section 3315, Intentional Program Violations, for information on processing the disqualification following receipt of the hearing decision and the disposition package for OIG.

Waiver of the ADH

An individual accused of IPV may waive the right to an ADH to avoid appearing before an Administrative Law Judge (ALJ). OIG is responsible for providing written notification to the individual of the right to sign a Waiver of Administrative Disqualification Hearing Consent Agreement. The notification must include the following:

- a statement that the individual may waive the right to appear at an ADH
- the date the signed waiver must be received by OIG to avoid holding the hearing
- a statement of the accused individual's right to remain silent concerning the charge(s) and that the charge(s) can be used against him in court
- the fact that a WDH will result in disqualification and a reduction in benefits, even if the accused individual does not admit the facts as presented by OIG
- an opportunity for the accused individual to specify whether or not s/he admits the facts as presented
- the telephone number and the name of the person to contact for additional information
- a statement that the caretaker relative or head of household must also sign the waiver if the accused individual is not the caretaker relative or head of household
- the fact that the remaining members of the AU will be held responsible for repayment of any resulting claim.

OIG presents the option of signing the WDH to the individual.

If the individual signs the WDH, s/he is disqualified for the appropriate time periods.

The disqualification results regardless of whether the individual admits or denies the charge.

Refer to Section 3315, Intentional Program Violations, for information on notice requirements, disqualification penalties, and effective dates of disqualifications.

Appendix C Manual Transmittal Cover Letters

MT 79 Cover Letter

MT 78 Cover Letter

MT 77 Cover Letter

MT 76 Cover Letter

MT 75 Cover Letter

MT 74 Cover Letter

MT 73 Cover Letter

MT 72 Cover Letter

MT 71 Cover Letter

MT 70 Cover Letter

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MT 15 Cover Letter

MT 14 Cover Letter

MT 13 Cover Letter

MT 12 Cover Letter

MT 11 Cover Letter

MT 10 Cover Letter

MT 9 Cover Letter

MT 8 Cover Letter

MT 7 Cover Letter

MT 6 Cover Letter

MT 5 Cover Letter


MT 4 Cover Letter

MT 3 Cover Letter

MT 2 Cover Letter

MT 1 Cover Letter

Appendix D Case Record Maintenance and Document Management

| | | | |
|---|---|---|-----------------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Case Record Maintenance and Document Management | |
| | Effective Date: | September 2020 | |
| | Chapter: | Appendix D | Policy Number: |
| Previous Policy Number(s): | MT-10 | Updated or Reviewed in MT: | MT-61 |

Requirements

The Web-Center Enterprise Capture (WEC) system, used to scan and upload documents directly into the Gateway System, must be maintained in such a way that it is readily accessible and contains the documents necessary to support all actions taken regarding the case.

Basic Considerations

This section outlines statewide business processes to add, search and view documents in WEC. Georgia's new Gateway System maintains an electronic case file for all scanned information for the AU, eliminating the need for a hard copy case record.

A document gets scanned to WEC or is uploaded directly to Gateway using the Document Management module.

A case record is organized into three sections as outlined below:

- Permanent verification
- Benefits support
- Claims

Permanent Verification Section

All documents that verify information that does not change must be filed in document management. When needed, the following items must be filed:

- documents verifying age, identity and citizenship
- copies of Social Security cards
- Form 189, Referral for Social Security Application
- other legal documents such as divorce decree, verification of death, and custody or guardianship papers
- any other documents, such as verification of shelter, that may be considered permanent verifi-

cation by the county department

- most current signed HIPAA forms

Benefit Support Section

Information that supports an AU's eligibility and its benefit level at application, review or interim change must be filed. When needed, the following items must be filed:

- Hearing decisions
- Quality Control referrals
- Manual notices

Initial Application

The following types of information related to an initial application for assistance must be filed in WEC:

- Form 297, Application for Benefits if manually completed by the AU
- Form 297A, Rights and Responsibilities (Signature Page)
- Copies of written referrals
- All verification provided for the application process other than permanent verification
- Copies of all communications with the AU that are not maintained in the system
- All paperwork completed and/or signed by the AU

Review

The following types of information related to a review of eligibility must be filed in WEC:

- Application form, if manually completed by the AU
- Form 297A, Rights and Responsibilities (Signature Page)
- Copies of written referrals
- All verification provided for the review process
- Copies of all communications with the AU that is not maintained in the system
- All paperwork completed and/or signed by the AU

Interim Changes

The following types of information related to interim changes must be filed in WEC:

- Copies of written referrals
- All verification provided for the process of the interim change
- Copies of all communications with the AU that are not maintained in the system
- All paperwork completed or signed by the AU

Claims

The following types of information related to claims must be filed in WEC:

- Report of claim determination
- Form 5667, Request for Investigation and Disposition packet from the Office of Investigative Services
- Repayment and/or Form 5640, Waiver of Disqualification Hearing, or court consent agreement (PAC counties, court order)
- Disqualification hearing decision
- Paperwork relating to a claim as determined in the Benefit Recovery, Volume IV Manual

 Refer to OFI Benefit Recovery Manual, Volume IV, for additional policy regarding claims files and destruction of claims files.


Retention of Materials for Inactive Cases

Case record material must be retained for a period of three years dating from the calendar month in which the most recent activity took place. Case material may be purged or destroyed when no activity has taken place for a period of 36 consecutive calendar months.

Retention of Materials for Active Cases

Case record material relative to the establishment of eligibility must be retained for three years. All material three years and older may be destroyed with the following exemption:

- Any verification used to establish eligibility factors on which current eligibility is based.

 The forms and/or materials listed above must be retained in the case record until they are no longer applicable to current eligibility or until the case record is destroyed in the same manner as an inactive record.

Computer-Generated Reports

Computer-generated reports are considered case record material, if documented with information. Documented computer-generated reports must also be retained for three years as provided in this section.

Claims Files Retention

Closed claims files must be retained for a three-year period dating from the end of the federal fiscal year in which the last claim was paid in full or terminated and/or through one fiscal audit. The portion of the claim file supporting intentional program violation must be retained permanently.


Case material and/or claims material that supports a disqualification for an intentional program violation are permanent documents and cannot be destroyed.

Case Record or Material Case Record

When destroying a case record or any document carrying the names of applicants or recipients, or social security numbers or other identifying or confidential information, the materials must be shredded or burned.

Refer to Section 3005 Confidentiality; Section 3010, Voter Registration; Section 3040, Health Insurance Portability and Accountability Act (HIPAA); Chapter 3500, Computer Matches and Volume IV, Benefit Recovery, about polices governing case record information and materials.

Appendix E Glossary

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|---|--|--------------|-----------------------------------|------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Glossary | | |
| | Effective Date: | October 2024 | | |
| | Chapter: | Appendix E | Policy Number: | Appendix E |
| | Previous Policy Number(s): | MT-78 | Updated or Reviewed in MT: | MT-79 |

| TERM OR ACRONYM | DEFINITION |
|-----------------|---|
| ABAWD | <p><u>Able-Bodied Adult Without Dependents</u> – is an individual who is a work registrant, not pregnant, not physically or mentally unfit for employment, not included in the AU with a child under age 18, and</p> <p>effective September 1, 2023 - September 30, 2023 is age 18 to 50,</p> <p>effective October 1, 2023 – September 30, 2024 is age 18 to 52,</p> <p>effective October 1, 2024 – September 30, 2030, is age 18 to 54.</p> |
| ABD MEDICAID | <p><u>Aged, Blind and Disabled Medicaid</u> – Medical assistance for aged, blind or disabled individuals who are not eligible for SSI. These individuals receive Medicaid only.</p> |
| ACF | <p><u>Administration for Children and Families</u> – The federal agency that provides oversight for the TANF program.</p> |
| ADA | <p><u>Americans With Disabilities Act of 1990</u> – Federal legislation giving civil rights protection to individuals with disabilities. These protections are similar to those provided to individuals based on race, color, gender, age and religion.</p> |
| ADEQUATE NOTICE | <p><u>Adequate Notice</u> – It is a notification to the A/R of initial approval or a change in eligibility or benefit levels.</p> |
| ADH | <p><u>Administrative Disqualification Hearing</u> – A hearing initiated by the Office of Program Integrity and Compliance (OPIC) when it has been determined that an Intentional Program Violation has occurred.</p> |
| AE | <p><u>Agency Error</u> – A claim that is established against an AU due to agency failure to take appropriate case actions.</p> |
| AFB | <p><u>Application for Benefits</u> – the Gateway generated application for assistance.</p> |
| AFDC | <p><u>Aid to Families with Dependent Children</u> – state administered cash assistance program for low-income families with dependent children under age 18. The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 eliminated the open-ended entitlement of AFDC. The PRWORA created the Temporary Assistance to Needy Families (TANF) block grant.</p> <p>However, some AFDC policies and procedures continue to be used in Medicaid classes of assistance for Children in Placement.</p> |
| ALJ | <p><u>Administrative Law Judge</u> – Conducts fair hearings for the Office of State Administrative Hearings.</p> |
| ALLOTMENT | <p><u>Allotment</u> – The total value of benefits an AU is authorized to receive each month.</p> |
| AP | <p><u>Absent Parent</u> – A parent who does not have custody of the child.</p> |
| APPLICATION | <p><u>Application</u> – The action by which an AU indicates a desire to receive assistance. Refer to Section 3105, Application Processing and Section 3710, Recertifications (Renewals).</p> |

| TERM OR ACRONYM | DEFINITION |
|---------------------------|--|
| APS | <u>Adult Protective Services</u> – A section within DFCS that provides services to adults who are abused or neglected. |
| A/R | <u>Applicant/Recipient</u> – An applicant or recipient of SNAP benefits. |
| AU | <u>Assistance Unit</u> – A group or individual(s) applying for or receiving benefits. |
| BEERS | <u>SSA Beneficiary Earnings Exchange Record System</u> – A computer match is performed between Gateway and BEERS to obtain income information on A/R's. |
| BENDEX | <u>Beneficiary Data Exchange System</u> – A file that contains RSDI benefit information on individuals who are current or past recipients of public assistance. |
| BCIS | <u>Bureau of Citizenship and Immigration Services</u> – An agency of the United States Department of Justice. It is responsible for enforcing the laws regulating immigration. |
| CAA | <u>Community Action Agency</u> – A nonprofit organization, which can be either private or public, that is part of the network of entities established under the Economic Opportunity Act of 1964. Offices are located through the state and offer such services as emergency food assistance, assistance with utility bills and rent, home weatherization and employment services. |
| CAPS | <u>Childcare and Parent Services</u> – A program under the GA Department of Early Care and Learning: Bright from the Start (DECAL) that assists low-income families by subsidizing the cost of childcare. |
| CASE NOTES | <u>Case Notes</u> – A function in Gateway used to record comprehensive notation about the client and their case throughout the intake, eligibility determination, and case maintenance process. |
| CCSP | <u>Community Care Services Program</u> – The monthly cost share paid by an individual for medical services received through CCSP. The amount may be used as a medical expense. Refer to Section 3614, Excess Medical Deduction. |
| CHILDREN UNDER 19 | <u>Children Under 19</u> – Provides Medicaid to eligible children from birth through the last day of the month in which the child turns nineteen (19) years of age. |
| CLAIM | <u>Claim</u> – An overpayment of benefits that has been scheduled for recovery. |
| CLEARINGHOUSE | <u>Clearinghouse</u> – An automatic on-line computer system through which wages and benefit information are matched with state and federal agencies. |
| CLIENT ID | <u>Client ID</u> – A randomly assigned number identifying an A/R or other household members in Gateway. |
| COLA | <u>Cost of Living Adjustment</u> – An increase in RSDI, SSI, Railroad Retirement or Veteran's Benefits based on a rise in the cost of living, usually received every January. |
| COMMERCIAL BOARDING HOUSE | <u>Commercial Boarding House</u> – An establishment licensed to offer meals and lodging for compensation with the intent of making a profit. |
| COMPLIANCE | <u>Compliance</u> – The act of successfully completing an Employment and Training (E&T) requirement before establishing the first three penalty months that an ABAWD has previously failed to fulfill. |
| CERTIFICATION PERIOD | <u>Certification Period</u> - This is the length an Applicant/Recipient can receive SNAP benefits. This term is used interchangeably with Period of Eligibility. |
| CPS | <u>Child Protective Services</u> – Refer to Section 3020, Mandated Reporting of Child Abuse or Neglect. |
| DBHDD | <u>Georgia Department of Behavioral Health and Developmental Disabilities</u> - provides treatment and support services to people with behavioral health challenges and addictive diseases. |
| DCH | <u>Georgia Department of Community Health</u> – The agency responsible for Georgia's health care resources, planning health coverage for uninsured Georgians, coordinating health planning for state agencies and insure individuals under the State Health Benefit Plan and various Medicaid program and DCH initiatives. |
| DEEMING | <u>Deeming</u> – A budgeting procedure which takes into account the resources and income of an alien's sponsor to determine eligibility and benefit amount for the alien AU. |

| TERM OR ACRONYM | DEFINITION |
|-----------------------------|---|
| DFCS | <u>Division (Department) of Family and Children Services</u> – State/local agency under the Department of Human Services responsible for various social, economic and community programs that offer benefits and services to the citizens of Georgia. |
| DHS | <u>Department of Human Services</u> – The Georgia state agency responsible for the delivery of health and human services. It serves Georgia through regulatory inspection, direct service and financial assistance programs. |
| DISABLED | <u>Disabled</u> – Disabled individuals for SNAP purposes are defined as qualifying under one of the following categories: 1) receiving disability benefits under Titles I, II, X, XIV or XVI of the Social Security Act or, 2) receiving VA disability benefits for a service-connected or non-service-connected disability and the disability is rated as total or paid at the total rate by the VA (includes veterans, surviving spouse or surviving child of a veteran who is considered by the VA to be entitled to compensation and has a disability considered permanent under the SSA Act) or, 3) receiving Railroad Retirement disability annuity and has been determined to qualify for Medicare or, 4) receiving or certified for SSI or interim assistance pending receipt of SSI or, 5) receiving disability-related Medicaid assistance under Title XIX of the SSA (known as State Medical Eligibility Unit (SMEU), or 6) receiving disability retirement benefits from a governmental agency because of a disability considered permanent under Section 221(i) of the Social Security Act. “Receiving” is defined as receipt of or approval for benefits or services. If benefits are not being paid due to overpayments, the individual is still considered a recipient. |
| DISCRETIONARY EXEMPTION | <u>Discretionary Exemption</u> – Employment and Training (E&T) work participation exemption that allows certain ABAWDs to be exempted from having to participate in work activities. The number of discretionary exemptions that a state is allowed is set by FNS annually. |
| DISQUALIFICATION | <u>Disqualification</u> – The consequence of an action taken to remove the needs of an individual from the assistance unit for an adjudicated intentional program violation or adjudicated misrepresentation of residency. |
| DOB | <u>Date of Birth</u> – The date an individual is born. |
| DOL | <u>Department of Labor</u> – Georgia agency responsible for employment services, unemployment compensation and other employment programs. |
| DRS | <u>Disqualified Recipient System</u> – The nationwide system matching social security numbers of individuals disqualified in the SNAP Program. The USDA Food and Nutrition Service manages the system. |
| DMA | <u>Division of Medical Assistance</u> – The division under DCH responsible for administering the Medicaid program in Georgia. |
| DSNAP PLAN | <u>Disaster Supplemental Nutrition Assistance Program Plan</u> - A written plan for the State of Georgia that provides policy and procedures for issuing SNAP benefits during times of declared state and federal disasters. |
| DV | <u>Domestic Violence</u> – Section within DHS that provides services to battered women and children. |
| ECONOMIC SUPPORT SPECIALIST | <u>Economic Support Specialist</u> – DFCS employee responsible for determining an A/R's eligibility for TANF, SNAP and Medicaid. |
| E&T PROGRAM | <u>Employment and Training Program</u> – The employment program related to the SNAP Program. Certain recipients are required to register for work and participate in educational, training and work activities. |
| EBT Card Cloning | <u>Electronic Benefit Transfer Card Cloning</u> – Card Cloning is the illegal act of obtaining EBT card information for the purpose of making an unauthorized copy of the card and the data housed on it or to use the card information in unauthorized transactions. Card cloning can occur through the use of artificial intelligence or skimming devices. |
| EBT Card Skimming | <u>Electronic Benefit Transfer Card Skimming</u> - Card skimming is the process of electronically stealing EBT data through skimmers attached to legitimate card readers at authorized EBT retailers. The data obtained by skimmers can be used to create fake EBT card, this is known as card cloning. |


| TERM OR ACRONYM | DEFINITION |
|-------------------|---|
| EBTAS | <u>Electronic Benefit Transfer Application System</u> – The state’s online system that is used to transmit data between the Gateway system and the EBT Service Provider System (EBTSPS). EBTAS allows for online entries for account setup, card replacements, and numerous demographic updates. |
| EBTSPS | <u>Electronic Benefit Transfer Service Provider System</u> – The Service Provider System that is used to transmit data between EBTAS and the Gateway system. EBTSPS allows for online address updates, review of customer transactions (such as card requests, benefit deposits, benefit redemptions and account activities). |
| EITC/EIC | <u>Earned Income Tax Credit</u> – A refundable federal income tax credit for low-income working individuals and families. |
| ELE | <u>Express Lane Eligibility</u> - is an automatic process to enroll or renew eligible children under the age of 19 who are receiving SNAP, TANF, Childcare and Parent Services (CAPS), Women, Infants and Children (WIC), or Refugee Cash Assistance (RCA) into the Medical Assistance program. |
| EMA | <u>Emergency Medical Assistance</u> – Provides medical coverage to individuals who meet all requirements for a Medicaid COA except for citizenship/alienage and enumeration requirements and who require or have received an emergency medical service. |
| EV | <u>Equity Value</u> – FMV less indebtedness. Generally used as the countable value of a non-excluded resource. |
| EXPUNGED BENEFITS | <u>Expunged Benefits</u> – Benefits that have not been accessed by the AU are eventually deleted from the AU EBT account. For SNAP benefits, expungement occurs 274 days from the last debit. |
| FC | <u>Foster Care</u> – A federal/state program that provides financial support to a person, family or institution that is raising a child or children who are in foster care. Refer to Section 3420 for how to treat Foster Care Payments. |
| FFCC | <u>Former Foster Care Children</u> - Individuals who age out of foster care, or age out of the Chafee Independence Program, and were receiving Medicaid until the last day of the month they turn 26 years of age. |
| FEMA | <u>Federal Emergency Management Agency</u> – An independent federal agency that reports to the President of the United States. It often works in partnership with other organizations that are part of the nation’s emergency management system. |
| FH | <u>Fair Hearing</u> – A request by an AU to have an opportunity to dispute a case action taken by the agency. |
| FMV | <u>Fair Market Value</u> – The amount of money for which an item can sell for on the open market. |
| FNS | <u>Food and Nutrition Service</u> – The federal agency that provides oversight for the SNAP program and administers the nutrition programs for the U.S. Department of Agriculture. The programs include the SNAP Program, the National School Lunch and School Breakfast programs, the child and Adult care Food program, and the Special Supplemental Program for Women, Infants and Children (WIC). |
| FPL | <u>Federal Poverty Level</u> – The federal government official income level for establishing poverty. The FPL is updated in February of each year. |
| GATEWAY | <u>Gateway</u> – The State of Georgia’s Integrated Eligibility System that records information and generates benefits to AUs. |
| GEMA | <u>Georgia Emergency Management Agency</u> – The state agency that provides coordination of services for victims of declared state and federal disasters. |
| GIC | <u>Gross Income Ceiling</u> – A number based on a percentage of the federal poverty level for a particular AU size, which if exceeded by an AU’s gross income causes the AU to be ineligible for assistance. |
| GIC TEST | <u>Gross Income Ceiling Test</u> – A budget procedure by which an AU’s gross countable income is compared to a percentage of the federal poverty level to determine eligibility. |
| HHS | <u>Health and Human Services</u> – The federal agency that provides oversight for the TANF Program. |

| TERM OR ACRONYM | DEFINITION |
|---------------------------|---|
| HIPAA | <u>Health Insurance Portability and Accountability Act</u> – HIPAA consists of regulations designed to protect health insurance coverage for workers and their families when they change or lose their jobs. HIPAA is also intended to ensure patient confidentiality for all health care related information, the act’s requirements applying to storing and/or transmitting patient identifiable information on electronic media. A failure to comply with HIPAA mandates can result in civil and criminal penalties. |
| IBON | <u>Income Based on Need</u> – Payments based on financial need and which are made from partial or total federal funds, or from private charitable organizations, such as TANF, VA pensions and Salvation Army grants. |
| IEP | <u>Individual Employment Plan</u> - A plan developed for each ABAWD that is required to participate in the Employment and Training Program, formerly known as a Work Plan. |
| IEVS | <u>Income Eligibility Verification System</u> – Periodic federally mandated system matches with other state and federal agencies, such as the Department of Labor and Social Security Administration. |
| IRS | <u>Internal Revenue Service</u> – An interface system that provides data on leads for investigating possible unreported/unearned income and undisclosed resources. Information is given to the state via a tape match with the IRS files. This is a mandated IEVS match. |
| LIHEAP | <u>Low Income Home Energy Assistance Program</u> - A federally funded program that helps low-income households with payment on their home energy bills, provides energy crisis assistance, and provides long-term, low-cost residential weatherization. |
| MAO | <u>Medical Assistance Only</u> – Medical assistance for individuals who receive Medicaid through an ABD or Family Medicaid COA. |
| MEDICAID | <u>Medicaid</u> – Title XIX of the Social Security Act that provides grants to states for the establishment of medical assistance programs for low-income individuals and families. |
| MEDICAID MEMBER ID NUMBER | <u>Medicaid Member ID Number</u> – A number assigned to each Medicaid recipient that must be presented to Medicaid providers for the submission of claims. Each number has a unique identifier at the end that confirms the type of Medicaid coverage and whether the number was generated by Gateway or DMA. |
| MEDICARE | <u>Medicare</u> – A federal health insurance program administered by the SSA for people 65 or older and certain disabled people. PART A – Hospital insurance. There is no premium for this coverage for persons who have adequate credits for work under Social Security. PART B – Supplemental medical insurance. Eligible persons must pay a monthly premium. |
| MNIL | <u>Medically Needy Income Level</u> – The income level used to determine the spenddown under Medically Needy. Based on 133% of the TANF Family Maximum. |
| NCP | <u>Non-Custodial Parent</u> – A parent who does not have custody of the child, also known as the absent parent. |
| OFI | <u>Office of Family Independence</u> – The section in DFCS that is responsible for administering the SNAP Program, TANF, Medicaid, Claims, Children and Parent Services and RSM Programs. Formerly known as Economic Support Services. |
| OIG | <u>Office of Inspector General</u> – A unit within the Department of Human Services that investigates fraud in public assistance programs. |
| PAN | <u>Personal Account Number</u> – The number printed on the AU’s EBT card. |
| PARENT/CARETAKER | <u>Parent/Caretaker</u> – Provides Medicaid benefits for eligible children under the age of 19, and the eligible adult(s), who meet the tax filer or non-tax filer status for the child(ren). |
| PATHWAYS | <u>Georgia Pathways</u> - is a MAGI class of assistance that provides coverage to adults ages 19 to 64 who are not otherwise eligible for Medicaid. To qualify, the A/R must engage in at least 80 hours per month in a qualifying activity or activities. |

| TERM OR ACRONYM | DEFINITION |
|-----------------|---|
| PIN | <u>Personal Identification Number</u> – Randomly select number, provided to FS recipients, to use to access their EBT accounts. |
| PL | <u>Public Law</u> – A congressional law. |
| POE | <u>Period of Eligibility</u> - This is the length an Applicant/Recipient can receive SNAP benefits. This term is used interchangeably with Certification Period. |
| PPR | <u>Performance Planning and Reporting</u> – A section in OFI that provides statistical data for the SNAP Program. |
| PREGNANT WOMEN | <u>Pregnant Women</u> – Provides Medicaid to eligible pregnant women who meet all eligibility criteria. |
| PRWORA | <u>The Personal Responsibility and Work Opportunity Reconciliation Act</u> of 1996 (PRWORA) (Public Law 104-193) – Eliminated the open-ended entitlement for AFDC and changed various SNAP regulations including eligibility for certain non-citizens. |
| QMB | <u>Qualified Medicare Beneficiaries</u> – A "non-Medicaid" COA under which recipients are entitled to limited Medicaid services, such as payment by Medicaid of their Medicare Premiums, deductibles, and co-insurance. |
| RTW | <u>Ready-To-Work</u> – A program that is intended to put hard-to-place TANF recipients to work. These individuals reside in drug and alcohol residential treatment facilities and may receive SNAP as a one-person AU. |
| RR | <u>Railroad Retirement</u> – A benefit paid to disabled or retired employees of the railroad. Widow(er)s of former RR employees may also qualify for RR. |
| RSDI | <u>Retirement, Survivors, Disability Insurance</u> – The program of cash benefits administered by SSA. Entitlement is based upon the individual's employment history. Also known as OASDI. |
| SAVE | <u>Systematic Alien Verification for Entitlements</u> – It is an automatic verification system that serves to establish legitimacy of an alien's documents and alien status. |
| SDX | <u>State Data Exchange</u> – SSA interface system that provides information about SSI transactions. Information is provided through Federal SDX tapes and is available through Gateway inquiry. |
| SLMB | <u>Specified Low-Income Medicare Beneficiaries</u> – A "non-Medicaid" COA that provides only for payment of the recipient's monthly Part B Medicare premium. |
| SMEU | <u>State Medical Eligibility Unit</u> – The unit responsible for making disability decisions for ABD Medicaid A/R's under age 65. |
| SNAP | <u>Supplemental Nutrition Assistance Program</u> – The program that provides benefits to purchase food to low-income individuals and families, formerly known as the Food Stamp Program. |
| SOP | <u>Standard of Promptness</u> – The maximum number of days allowed to dispose of an application or a review. |
| SSA | <u>Social Security Administration</u> – The federal agency responsible for administering and providing RSDI, SSI, and Medicare to eligible individuals. |
| SSI | <u>Supplemental Security Insurance</u> - SSI is a monthly income provided to aged (age 65 or older), blind, or disabled individuals who are in financial need, which is administered by the Social Security Administration and funded entirely by the Federal government. |
| SSN | <u>Social Security Number</u> – The furnishing of a SSN is an eligibility requirement for SNAP. Social security numbers are used to match client level data in Gateway with data in other federal and state agencies such as SSA and DOL. |
| TANF | <u>Temporary Assistance for Needy Families</u> – An employment and cash assistance program for needy families. Formerly known as AFDC. |
| TIMELY NOTICE | <u>Timely Notice</u> – A 14-day advance notification to advise recipients that benefits will be decreased or terminated unless they appeal before the expiration of the notice. Timely notice must include all information required for an adequate notice. Refer to Adequate Notice. |

| TERM OR ACRONYM | DEFINITION |
|-----------------|--|
| TWSP | <u>TANF-to-Work Support Payment</u> – Payments provided to TANF recipients who have become ineligible for monthly cash assistance due to employment. These recipients remain categorically eligible for SNAP benefits. |
| UCB | <u>Unemployment Compensation Benefit</u> – Benefits administered by the Department of Labor to eligible unemployed individuals. |
| USDA | <u>United States Department of Agriculture</u> – The federal agency that administers the Supplemental Nutrition Assistance Program (SNAP) formerly known as the Food Stamp Program. |
| VA | <u>Veterans Administration</u> – The federal agency that provides VA benefits to some military veterans and their dependents and/or survivors. |

Appendix F Forms

| | | | |
|---|---|-----------------------------------|------------|
|  | Georgia Division of Family and Children Services | | |
| | SNAP Policy Manual | | |
| | Policy Title: | Forms Table of Contents | |
| | Effective Date: | May 2024 | |
| Chapter: | Appendix F | Policy Number: | Appendix F |
| Previous Policy Number(s): | MT-76 | Updated or Reviewed in MT: | MT-77 |

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)
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APPENDIX F FORMS**

Voter Registration Information

- For a copy of the Voter Registration Application Form and information on how to apply to register to vote, visit: sos.ga.gov

Also, refer to [Form #VRA-95](#)

| FORM# | FORM TITLE | REV. DATE | ORDER INFO | ADDITIONAL LANGUAGES |
|------------------------|---|-----------|---|---|
| VRA-95 | Voter Registration Application Form | | GA Secretary of State sos.ga.gov | |
| 1 | OSAH Form 1 Food Stamps | 10/23 | osah.ga.gov | |
| 47 | SNAP in Georgia | 10/24 | PAMMS | Arabic, Bosnian, Burmese, Chinese, Farsi, French, Gujarati, Hindi, Japanese, Korean, Nepali, Portuguese, Russian, Spanish, Vietnamese |
| 74 | Food Stamp Manual Budget Sheet | 07/21 | PAMMS | |
| 104 | Statement of Child Care Expense | 04/05 | PAMMS | |
| 126 | Self-Employment Work Calendar | 06/16 | PAMMS | Spanish |
| 127 | Calendar Log | 11/07 | PAMMS | Spanish |
| 139 | Contribution Statement | 06/16 | PAMMS | Spanish |
| 173 | Verification Checklist | 06/10 | PAMMS | Arabic, Bosnian, Burmese, Chinese, Farsi, French, Gujarati, Hindi, Japanese, Korean, Nepali, Portuguese, Russian, Spanish, Vietnamese |
| 173 | Appointment Letter | 06/16 | PAMMS | Spanish |
| 240 | Transitional Food Stamps Fact Sheet Instructions | 12/14 | PAMMS | |
| 296 | Expedited SNAP Screening Guide | 10/24 | SO | Spanish |
| 297 | Application for TANF, SNAP or Medical Assistance <i>For voter registration information, refer to the * at the top of the table or click [snap:appendix-f-forms-toc:::voter-registration]</i> | 10/24 | SO | Arabic, Bosnian, Burmese, Chinese, Farsi, French, Gujarati, Hindi, Japanese, Korean, Nepali, Portuguese, Russian, Spanish, Vietnamese |

| | | | | |
|------|---|-------|-------|---|
| 297A | Rights and Responsibilities | 10/24 | SO | Arabic, Bosnian, Burmese, Chinese, Farsi, French, Gujarati, Hindi, Japanese, Korean, Nepali, Portuguese, Russian, Spanish, Vietnamese |
| 298 | Senior SNAP Application | 10/24 | PAMMS | Spanish |
| 299 | Senior SNAP Project Brochure | 11/23 | PAMMS | Spanish |
| 332 | SNAP Works Mandatory Program Non-Compliance Good Cause Notice | 01/14 | SO | Spanish |
| 333 | Food Stamp Program Sanction/Penalty Notice Form | 01/19 | PAMMS | Spanish |
| 334 | SNAP Works Voluntary Program Non-Compliance Good Cause Notice | 06/16 | SO | Spanish |
| 335 | SNAP Works Program Notice of Completion Form | 06/16 | SO | Spanish |
| 339 | Simplified Reporting Requirement (SRR) Form | 10/24 | PAMMS | Arabic, Bosnian, Burmese, Chinese, Farsi, French, Gujarati, Hindi, Japanese, Korean, Nepali, Portuguese, Russian, Spanish, Vietnamese |
| 354 | Expense/Resource and Income Statement | 01/08 | SO | Spanish |
| 406 | SNAP Works Program Voluntary Invitation Notice | 04/17 | SO | Spanish |
| 480 | SNAP Works Participation Checklist | 01/16 | SO | Spanish |
| 481 | SNAP Works Check Request | 01/17 | SO | |
| 482 | Work Experience Agreement | 02/03 | SO | Spanish |
| 483 | Employment Services Progress Review Notice | 01/19 | SO | Spanish |
| 492 | Employment Services Communication | 01/14 | SO | Spanish |
| 493 | SNAP Works Program Employability Assessment | 01/16 | SO | Spanish |
| 494 | SNAP Works Mandatory Appointment Notice | 01/17 | SO | Spanish |
| 495 | Job Search Record | 08/22 | SO | Spanish |
| 498 | Request for Reduction in Case Accuracy Reviews Instructions | 06/07 | SO | |
| 507 | ABAWD Tracking Calendar | 12/20 | SO | Spanish |
| 508 | SNAP/Medicaid/TANF Renewal <i>For voter registration information, refer to the * at the top of the table or click [snap:appendix-f-forms-toc:::voter-registration]</i> | 10/24 | SO | Arabic, Bosnian, Burmese, Chinese, Farsi, French, Gujarati, Hindi, Japanese, Korean, Nepali, Portuguese, Russian, Spanish, Vietnamese |
| 513 | SNAP Works Voluntary Program Personal Work Plan | 01/19 | SO | Spanish |
| 514 | SNAP Works Personal Work Plan Update | 01/14 | SO | Spanish |
| 515 | SNAP Works Mandatory Personal Work Plan | 12/13 | SO | Spanish |
| 516 | Job Search Record | 10/22 | SO | Spanish |
| 517 | Record of School Attendance and Performance Report | 01/14 | SO | Spanish |
| 524 | TANF Community Outreach Services (TCOS) Brochure | 11/15 | SO | Spanish |

| | | | | |
|--------|--|-------|-------|---|
| 528 | Supplemental Nutrition Assistance Program (SNAP) Periodic Report | 10/24 | SO | Spanish |
| 713 | Interagency/Interoffice Referral and Follow-Up | 02/05 | SO | |
| 713G | Grandparents Raising Grandchildren (GRG) | 04/12 | PAMMS | |
| 713-SW | SNAP Works Interagency/Interoffice Referral and Follow-Up | 01/16 | SO | Spanish |
| 799 | DFCS Communication | 01/07 | PAMMS | |
| 805 | ABAWD Volunteer Work Verification | 01/19 | PAMMS | Spanish |
| 806 | Medical Statement | 06/16 | PAMMS | Spanish |
| 809 | Verification of Earned Income | 06/16 | PAMMS | Spanish |
| 820 | Third Party Verification of Citizenship | 08/06 | PAMMS | |
| 821 | Statement of Shelter Costs | 04/07 | PAMMS | Spanish |
| 823 | ABAWD Work Requirements Fact Sheet | 09/20 | SO | Spanish |
| 826 | Ineligible ABAWD Time-Limit Adverse Action Notice | 10/24 | PAMMS | Spanish |
| 826A | Ineligible ABAWD Time-Limit Second Three Month Adverse Action Notice | 10/24 | PAMMS | Spanish |
| 829 | SNAP Works Program Brochure | 01/16 | SO | Spanish |
| 830 | Food Stamp Work Requirements Fact Sheet | 07/21 | SO | Spanish |
| 840 | Medical Transportation Expense Log Instructions | 03/09 | PAMMS | |
| 841 | Food Loss Replacement | 04/20 | PAMMS | |
| 846 | Change Report Form <i>For voter registration information, refer to the * at the top of the table or click [snap:appendix-f-forms-toc::voter-registration]</i> | 10/24 | PAMMS | Arabic, Bosnian, Burmese, Chinese, Farsi, French, Gujarati, Hindi, Japanese, Korean, Nepali, Portuguese, Russian, Spanish, Vietnamese |
| 858 | Comparable Workfare Guide | 05/22 | PAMMS | Spanish |
| 859 | SNAP Consolidated Work Requirements Notice | 10/24 | SO | Spanish |
| 864 | SNAP Works Screening and Referral Tool | 10/24 | PAMMS | |
| 875 | Verification of Educational Assistance Income | 06/23 | PAMMS | Spanish |
| 880 | Applying for Food Stamps Required Verification | 10/23 | PAMMS | |
| 5459 | Authorization for Release of Information | 07/16 | SO | Spanish |
| 5460 | Notice of Privacy Practices | 12/23 | PAMMS | Spanish |
| 5667 | Request for Investigation | 10/18 | PAMMS | |
| EBT 2 | EBT Control Log-County Office EBT Cards | 04/04 | PAMMS | |
| EBT 3 | EBT Control Log-County Office PINS | 04/04 | PAMMS | |
| EBT 4 | EBT Control Log-Receipt of Card/PIN Benefit Representative | 04/04 | PAMMS | |
| EBT 5 | EBT Transfer Control Log- EBT Card Sign In/Sign Out Benefits Representative/Guardian | 04/04 | PAMMS | |
| EBT 6 | EBT Control Log-PIN Sign In/Sign Out Benefit Representative/Guardian | 04/04 | PAMMS | |
| EBT 7 | EBT Card/PIN Sign Out Authorization | 04/04 | PAMMS | |

| | | | | |
|--------|---|-------|--|--|
| EBT 8 | EBT Family Service Worker/Recipient | 04/04 | PAMMS | |
| EBT 9 | Request for Manual Issuance of Benefits | 04/04 | PAMMS | |
| EBT 10 | Request for Re-Obligations of Benefits | 04/04 | PAMMS | |
| G-845 | INS SAVE Document Verification Request | | USCIS website: www.uscis.gov | |

OSAH Form 1 Food Stamps

Form 47 Food Stamp Program in Georgia

Form 47 Arabic Food Stamp Program in Georgia (Arabic)

Form 47 Bosnian Food Stamp Program in Georgia (Bosnian)

Form 47 Burmese Food Stamp Program in Georgia (Burmese)

Form 47 Chinese Food Stamp Program in Georgia (Chinese)

Form 47 Farsi Food Stamp Program in Georgia (Farsi)

Form 47 French Food Stamp Program in Georgia (French)

Form 47 Gujarati Food Stamp Program in Georgia (Gujarati)

Form 47 Hindi Food Stamp Program in Georgia (Hindi)

Form 47 Japanese Food Stamp Program in Georgia (Japanese)

**Form 47 Korean Food Stamp Program in Georgia
(Korean)**

**Form 47 Nepali Food Stamp Program in Georgia
(Nepali)**

**Form 47 Portuguese Food Stamp Program in Georgia
(Portuguese)**

**Form 47 Russian Food Stamp Program in Georgia
(Russian)**

Form 47 SP Food Stamp Program in Georgia (Spanish)

**Form 47 Vietnamese Food Stamp Program in Georgia
(Vietnamese)**

Form 74 Food Stamp Manual

Form 104 Statement of Child Care Expense

Form 126 Self-Employment Work Calendar

**Form 126 SP Self-Employment Work Calendar
(Spanish)**

Form 127 Self-Employment Work Calendar Log

**Form 127 SP Self-Employment Work Calendar Log
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Form 139 Contribution Statement

Form 139 SP Contribution Statement (Spanish Version)

Form 173 Verification Checklist

Form 173 Arabic Verification Checklist Form (Arabic)

Form 173 Bosnian Verification Checklist Form (Bosnian)

Form 173 Burmese Verification Checklist Form (Burmese)

Form 173 Chinese Verification Checklist Form (Chinese)

Form 173 Farsi Verification Checklist Form (Farsi)

Form 173 French Verification Checklist Form (French)

Form 173 Gujarati Verification Checklist Form (Gujarati)

Form 173 Hindi Verification Checklist Form (Hindi)

Form 173 Japanese Verification Checklist Form (Japanese)

Form 173 Korean Verification Checklist Form (Korean)

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Form 173 Portuguese Verification Checklist Form (Portuguese)

Form 173 Russian Verification Checklist Form (Russian)

Form 173 SP Verification Checklist Form (Spanish)

**Form 173 Vietnamese Verification Checklist Form
(Vietnamese)**

Form 173A Appointment Letter

Form 173A SP Appointment Letter Form (Spanish)

**Form 240 Transitional Food Stamps Fact Sheet
Instructions**

Form 296 Expedited FS

**Form 297 Application for TANF, Food Stamps or
Medical Assistance**

**Form 297 Arabic Application for TANF, Food Stamps or
Medical Assistance (Arabic)**

**Form 297 Bosnian Application for TANF, Food Stamps
or Medical Assistance (Bosnian)**

**Form 297 Burmese Application for TANF, Food Stamps
or Medical Assistance (Burmese)**

**Form 297 Chinese Application for TANF, Food Stamps
or Medical Assistance (Chinese)**

**Form 297 Farsi Application for TANF, Food Stamps or
Medical Assistance (Farsi)**

**Form 297 French Application for TANF, Food Stamps
or Medical Assistance (French)**

**Form 297 Gujarati Application for TANF, Food Stamps
or Medical Assistance (Gujarati)**

Form 297 Hindi Application for TANF, Food Stamps or Medical Assistance (Hindi)

Form 297 Japanese Application for TANF, Food Stamps or Medical Assistance (Japanese)

Form 297 Korean Application for TANF, Food Stamps or Medical Assistance (Korean)

Form 297 Nepali Application for TANF, Food Stamps or Medical Assistance (Nepali)

Form 297 Portuguese Application for TANF, Food Stamps or Medical Assistance (Portuguese)

Form 297 Russian Application for TANF, Food Stamps or Medical Assistance (Russian)

Form 297 SP Application for TANF, Food Stamps or Medical Assistance (Spanish)

Form 297 Vietnamese Application for TANF, Food Stamps or Medical Assistance (Vietnamese)

Form 297A Rights and Responsibilities

Form 297A Arabic Rights and Responsibilities Form (Arabic)

Form 297A Bosnian Rights and Responsibilities Form (Bosnian)

Form 297A Burmese Rights and Responsibilities Form (Burmese)

**Form 297A Chinese Rights and Responsibilities Form
(Chinese)**

**Form 297A Farsi Rights and Responsibilities Form
(Farsi)**

**Form 297A French Rights and Responsibilities Form
(French)**

**Form 297A Gujarati Rights and Responsibilities
(Gujarati)**

Form 297A Hindi Rights and Responsibilities (Hindi)

**Form 297A Japanese Rights and Responsibilities
(Japanese)**

**Form 297A Korean Rights and Responsibilities
(Korean)**

Form 297A Nepali Rights and Responsibilities (Nepali)

**Form 297A Portuguese Rights and Responsibilities
(Portuguese)**

**Form 297A Russian Rights and Responsibilities
(Russian)**

Form 297A SP Rights and Responsibilities (Spanish)

**Form 297A Vietnamese Rights and Responsibilities
(Vietnamese)**

Form 298 Senior SNAP Application

Form 298 SP Senior SNAP Application (Spanish)

Form 299 Senior SNAP Project Brochure

Form 299 SP Senior SNAP Project Brochure (Spanish)

Form 333 Food Stamp Program Sanction/Penalty Notice

Form 333 SP Food Stamp Program Sanction/Penalty Notice (Spanish)

Form 339 Simplified Reporting Requirement (SRR)

Form 339 SP Simplified Reporting Requirement (SRR) Form (Spanish)

Form 339 Arabic Simplified Reporting Requirement (SRR) Form (Arabic)

Form 339 Bosnian Simplified Reporting Requirement (SRR) Form (Bosnian)

Form 339 Burmese Simplified Reporting Requirement (SRR) Form (Burmese)

Form 339 Chinese Simplified Reporting Requirement (SRR) Form (Chinese)

Form 339 Farsi Simplified Reporting Requirement (SRR) Form (Farsi)

Form 339 French Simplified Reporting Requirement (SRR) Form (French)

Form 339 Gujarati Simplified Reporting Requirement (SRR) Form (Gujarati)

Form 339 Hindi Simplified Reporting Requirement (SRR) Form (Hindi)

Form 339 Japanese Simplified Reporting Requirement (SRR) Form (Japanese)

Form 339 Korean Simplified Reporting Requirement (SRR) Forms (Korean)

Form 339 Nepali Simplified Reporting Requirement (SRR) Form (Nepali)

Form 339 Portuguese Simplified Reporting Requirement (SRR) Form (Portuguese)

Form 339 Russian Simplified Reporting Requirement (SRR) Form (Russian)

Form 339 Spanish Simplified Reporting Requirement (SRR) Form (Spanish)

Form 339 Vietnamese Simplified Reporting Requirement (SRR) Form (Vietnamese)

Form 495 SP Job Search Record (Spanish)

Form 507 ABAWD Tracking Calendar

Form 508 Food Stamp/Medicaid/TANF Renewal

Form 508 Arabic Food Stamp/Medicaid/TANF Renewal Form (Arabic)

Form 508 Bosnian Food Stamp/Medicaid/TANF Renewal Form (Bosnian)

Form 508 Burmese Food Stamp/Medicaid/TANF Renewal Form (Burmese)

Form 508 Chinese Food Stamp/Medicaid/TANF Renewal Form (Chinese)

Form 508 Farsi Food Stamp/Medicaid/TANF Renewal Form (Farsi)

Form 508 French Food Stamp/Medicaid/TANF Renewal Form (French)

Form 508 Gujarati Food Stamp/Medicaid/TANF Renewal Form (Gujarati)

Form 508 Hindi Food Stamp/Medicaid/TANF Renewal Form (Hindi)

Form 508 Japanese Food Stamp/Medicaid/TANF Renewal Form (Japanese)

Form 508 Korean Food Stamp/Medicaid/TANF Renewal Form (Korean)

Form 508 Nepali Food Stamp/Medicaid/TANF Renewal Form (Nepali)

Form 508 Portuguese Food Stamp/Medicaid/TANF Renewal Form (Portuguese)

Form 508 Russian Food Stamp/Medicaid/TANF Renewal Form (Russian)

Form 508 SP Food Stamp/Medicaid/TANF Renewal Form (Spanish)

Form 508 Vietnamese Food Stamp/Medicaid/TANF Renewal Form (Vietnamese)

Form 516 Record of Attendance and Performance Report

Form 516 SP Record of Attendance and Performance Report (Spanish)

Form 524 TANF Community Outreach Services (TCOS) Brochure

Form 524 SP TANF Community Outreach Services (TCOS) Brochure (Spanish)

Form 528 Supplemental Nutrition Assistance Program (SNAP) Periodic Report

Form 528 SP Supplemental Nutrition Assistance Program (SNAP) Periodic Report (Spanish)

Form 713 Interagency/Interoffice Referral and Follow-Up

Form 713G Grandparents Raising Grandchildren (GRG)

Form 799 DFCS Communication

Form 805 ABAWD Volunteer Work Verification

**Form 805 SP ABAWD Volunteer Work Verification
(Spanish)**

Form 806 Medical Statement

Form 806 SP Medical Statement (Spanish)

Form 809 Verification of Earned Income

Form 809 SP Verification of Earned Income (Spanish)

Form 820 Third Party Verification of Citizenship

Form 821 Statement of Shelter Costs

Form 821 SP Statement of Shelter Costs (Spanish)

**Form 826 Ineligible ABAWD Time-Limit Adverse
Action Notice**

**Form 826 SP Ineligible ABAWD Time-Limit Adverse
Action Notice (Spanish)**

**Form 826A Ineligible ABAWD Time-Limit Second Three
Month Adverse Action Notice**

**Form 826A SP Ineligible ABAWD Time-Limit Second
Three Month Adverse Action Notice (Spanish)**

**Form 840 Medical Transportation Expense Log
Instructions**

Form 841 Food Loss Replacement

Form 846 Change Report

Form 846 Arabic Change Report (Arabic)

Form 846 Bosnian Change Report (Bosnian)

Form 846 Burmese Change Report (Burmese)

Form 846 Chinese Change Report Form (Chinese)

Form 846 Farsi Change Report Form (Farsi)

Form 846 French Change Report Form (French)

Form 846 Gujarati Change Report Form (Gujarati)

Form 846 Hindi Change Report Form (Hindi)

Form 846 Japanese Change Report Form (Japanese)

Form 846 Korean Change Report Form (Korean)

Form 846 Nepali Change Report Form (Nepali)

**Form 846 Portuguese Change Report Form
(Portuguese)**

Form 846 Russian Change Report Form (Russian)

Form 846 SP Change Report Form (Spanish)

Form 846 Vietnamese Change Report (Vietnamese)

Form 858 Comparable Workfare Guide

Form 858 SP Comparable Workfare Guide (Spanish)

Form 859 SNAP Consolidated Work Requirements Notice

Form 859 SP SNAP Consolidated Work Requirements Notice (Spanish)

Form 864 SNAP Works Screening and Referral Tool

Form 875 Verification of Educational Assistance Income

Form 875 SP Verification of Educational Assistance Income (Spanish)

Form 880 Applying for Food Stamps Required Verification

Form 5459 Authorization for Release of Information

Form 5459 SP Authorization for Release of Information (Spanish)

Form 5460 Notice of Privacy Practices

Form 5460 SP Notice of Privacy Practices (Spanish)

Form EBT 2 EBT Control Log-County Office EBT Cards (2)

Form EBT 3 EBT Control Log-County Office PINS (3)

Form EBT 4 EBT Control Log-Receipt of Card/PIN Benefit Representative (4)

Form EBT 5 EBT Transfer Control Log-EBT Card Sign In/Sign Out Benefits Representative/Guardian Form (5)

Form EBT 6 EBT Control Log-PIN Sign In/Sign Out Benefit Representative/Guardian Form (6)


Form EBT 7 EBT Card/PIN Sign Out Authorization (7)

Form EBT 8 EBT Family Service Worker/Recipient Receipt Form (8)

Form EBT 9 Request for Manual Issuance of Benefits (9)

Form EBT 10 Request for Re-Obligations of Benefits (10)

Appendix J Customer Complaint Procedures

| | | | |
|---|--|-----------------------------------|-----------------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | |
| | Policy Title: | Customer Complaint Procedures | |
| | Effective Date: | January 2020 | |
| | Chapter: | Appendix J | Policy Number: |
| Previous Policy Number(s): | MT-47 | Updated or Reviewed in MT: | MT-59 |

Procedures

This section outlines procedures for counties to follow when a complaint is received in the Office of Family Independence. Customers can contact the County Office, Call Center or Office of Constituent Services concerning any program administered through the State of Georgia. The Office of Constituent Services was established by the Division of Family and Children Services (DFCS) and serves as an advocate for Georgia citizens, DFCS customers, government officials, state employees and other stakeholders with policy questions and practice concerns.

The Division of Family and Children Services (DFCS), Office of Family Independence (OFI) continues to strive to provide outstanding customer service to our customers. However, in our work with customers, we do receive complaints about how duties are performed. Sometimes the complaints are legitimate, and sometimes they are the result of policy requirements and other decisions that are based on the mission of the Division.

Customer Service complaints enter the system from various agencies and departments:

- County Offices
- Call Centers
- Correspondence and telephone inquiry
- Office of Constituent Services (Walk In, Email, Letter)

Complaints must be collected at all points of access including the County Offices and the Call Centers.

Complaints fall into four separate categories:

1. Complaints about discrimination or civil rights
2. Complaints concerning alleged HIPAA or confidentiality violations
3. Complaints about benefit level or allotment amount which results in a hearing request
4. Complaints about delays in processing or customer service issues including the inability to contact a worker and discourteous service.

Client issues that fall in the fourth category should be handled at the first point of contact either in the office or on the phone. If a client does not feel that their issue has been resolved and the issue


has been reviewed by a supervisor, clients should be informed that they can contact the DFCS Constituent Services Unit by phone at 404-657-3433 or by email at Customer_Services_DFCS@dhs.ga.gov.

The DFCS Constituent Services Unit will follow up on the complaint, resolve the complaint and report the results to the complainant. All complaints are reviewed for correct policy, procedures, best practices, and customer service.

Complaints received through the County Office, Call Centers and the DFCS Constituent Services Unit will be maintained and analyzed at least yearly to assess where there are patterns of problems that may persist in local offices, call centers or throughout the state.

For information about the civil rights complaint process and where to file civil rights complaints, please refer to Section 3030, Civil Rights, of the Food Stamp Program manual and the DFCS Civil Rights Complaint Process procedures.

Appendix L Child Support Services Glossary

| | | | | |
|---|--|---------------------------------|-----------------------------------|------------|
|  | Georgia Division of Family and Children Services SNAP Policy Manual | | | |
| | Policy Title: | Child Support Services Glossary | | |
| | Effective Date: | January 2020 | | |
| | Chapter: | Appendix L | Policy Number: | Appendix L |
| | Previous Policy Number(s): | MT-24 | Updated or Reviewed in MT: | MT-59 |

| TERM | DEFINITION |
|--|--|
| Absent parent (see non-custodial parent) | <p>A parent whose continued absence from the home interrupts or terminates the parent’s ability to provide maintenance, physical care or guidance for the child.</p> <p>Technically, the absent parent is defined as the parent with whom the child resides less than 50 percent of the time or as the parent with the greater child support payment obligation.</p> |
| Arrears | Unpaid child support payments for past periods owed by an absent parent who is obligated to pay child support. |
| B5 payment | <p>OCSS cannot retain child support payments that exceed the total amount paid in TANF cash assistance, so if the UPA ever reaches zero, the AU will receive the overage. If an AP’s UPA ever reaches zero, it’s almost always the result of a tax intercept. The UPA typically begins to build up again if the AU continues to receive TANF.</p> <p>Gateway is programmed to count a B-5 payment in the TANF budget. However, a B-5 payment should not be budgeted unless it can be expected to continue on an ongoing basis.</p> <p>A TANF AU may receive all the child support paid in a month by an AP, even if the amount paid exceeds what should be the maximum gap payment.</p> <p>If the receipt of B5 payments is not ongoing, it never works its way into the budget.</p> |
| Child Support Services (OCSS), Office of | <p>An office within DHS that administers the child support enforcement program, a program required of all states by federal law in order to enforce an absent parent’s obligation to support his/her child.</p> <p>The federal office was created by Title IV-D of the Social Security Act in 1975 and is responsible for the administration of the child support program and for the development of child support policy. Federal CSE is part of the Administration for Children and Families (ACF), which is within the Department of Health and Human Services (DHHS).</p> |
| Custodial parent | <p>A parent who lives in the home and cares for his/her child</p> <p>Technically, the custodial parent is defined as the parent with whom the child resides more than 50 percent of the time or as the parent with the lesser support obligation.</p> |
| Custody Order | A legally binding determination that establishes with whom a child shall live. |
| Gap | The difference between a TANF AU’s standard of need (SON) and its maximum grant amount. |
| Gap budgeting | Budgeting that allows for a filling of the gap that exists between the SON and the family maximum grant amount for an AU. |

| TERM | DEFINITION |
|--|---|
| Gap payment | <p>The amount of child support that is paid by OCSS to a TANF- eligible child. A gap payment can never exceed the difference between an AU's SON and its maximum grant amount.</p> <p>When an absent parent pays child support to OCSS for a child who receives TANF, OCSS retains the child support received that exceeds the gap amount.</p> |
| Good cause (OCSS- specific) | <p>A legal reason for which a TANF recipient is excused from cooperating with the child support enforcement process.</p> <p>Valid reasons include past physical harm by the child's father, situations in which rape or incest resulted in the conception of the child and situations in which a mother is considering placing her child for adoption.</p> |
| IV-A case | <p>A child support case in which a caretaker, or custodial parent, and a child are receiving public assistance benefits under Georgia's IV-A, i.e., TANF, program. (TANF is funded under Title IV-A of the Social Security Act; hence, the term IV-A case).</p> <p>TANF applicants are automatically referred to Georgia's IV-D agency, i.e., the Office of Child Support Services (OCSS), in order to identify and locate the absent parent, establish paternity and obtain child support payments.</p> |
| IV-D case | <p>A child support case in which either the custodial parent (CP) or the absent parent (AP) has requested or received IV-D services from the IV-D agency (OCSS). A IV-D case is composed of a custodial party, non-custodial parent and at least one dependent child.</p> <p>IV-D refers to Title IV-D of the Social Security Act, which requires that each state create a program to locate absent parents, establish paternity, establish and enforce child support obligations, and collect and distribute support payments. All TANF recipients must be referred to CSS.</p> <p>Applications from families who do not receive public assistance must be accepted, if requested, to assist in collection of child support.</p> |
| Maintenance-only payments | <p>Financial support paid directly to a child's AU or substantial in-kind contributions sufficient to meet the child's monthly needs.</p> |
| Non-custodial, non-supporting minor parent | <p>A minor parent who receives TANF in one AU while his or her child is living with and receiving cash assistance in another AU, and who does not support his/her child, as established by CSS.</p> |
| Non-custodial parent (see absent parent) | <p>The parent who does not have primary care, custody, or control of a child, and who has an obligation to pay child support.</p> |
| Nonparent Custodian | <p>An individual who has been granted legal custody of a child, or an individual who has a legal right to seek, modify, or enforce a child support order.</p> |
| Non-IV-D child support | <p>Child support handled through a private attorney rather than through OCSS.</p> <p>A non-IV-D order is an order for which the state is not providing services through its IV-A (TANF), IV-D (OCSS), or Title IV-E programs.</p> |
| Parenting Time Adjustment | <p>An adjustment to the absent parent's portion of the Basic Child Support Obligation based upon the Noncustodial Parent's court-ordered visitation with the child.</p> |
| Paternity establishment | <p>The legal determination of fatherhood by court order, administrative order, acknowledgment, or other method provided for under state law.</p> |
| Standard of Need (SON) | <p>An amount of money, established by the Georgia General Assembly, that is a compilation of the cost of basic needs indexed to the number of persons in the SFU.</p> <p>Standard of Need (SON): is an amount of money, established by the Georgia General Assembly that is a compilation of the cost of basic needs indexed to the number of persons in the SFU.</p> |

| TERM | DEFINITION |
|--------------------------------------|--|
| Support Order | An order issued by a court or administrative agency for the support and maintenance of a child. Support orders can include various forms of support in addition to direct monetary support. |
| Title IV-D | <p>Title IV-D of the Social Security Act requires each state to create a program to</p> <ul style="list-style-type: none"> • locate non-custodial parents • establish paternity • establish and enforce child support obligations and collect and distribute CS payments. <p>OCSS is referred to as a “IV-D agency.” A “IV-D case” is a child support case in which either the custodial parent or the absent parent has requested or is receiving services from the IV-D agency (OCSS).</p> |
| Unearned income | Income received which is not for services rendered. Child support is unearned income. |
| Unreimbursed Public Assistance (UPA) | The amount of public assistance money (e.g., TANF) paid out to an AU that has not yet been recovered from the absent parent. |