



Department of Human Services  
311 West Saratoga Street  
Baltimore MD 21201

## FIA ACTION TRANSMITTAL

**Control Number: Revised # 20-13**

**Effective Date: Upon Receipt**

**Issuance Date: September 21, 2021**

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT,  
FAMILY INVESTMENT SUPERVISORS, AND ELIGIBILITY STAFF**

**FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR** 

**RE: VERIFICATION FOR SHELTER AND DEPENDENT CARE  
EXPENSES**

**PROGRAM AFFECTED: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM  
(SNAP)**

**ORIGINATING OFFICE: OFFICE OF OPERATIONS**

### SUMMARY

On February 1, 2021, Maryland reintroduced shelter and dependent care expense verification in an effort to reduce SNAP payment errors. A customer has to submit verification of their dependent care and shelter expenses in order to receive the deduction. Strict adherence to this revised policy will ensure that Maryland remains a national leader in program integrity efforts, including payment accuracy. **This Action Transmittal does not affect the way Maryland Senior Nutrition Assistance Program (MSNAP) or Elderly Simplified Application Project (ESAP) cases are processed.** The policy for MSNAP and ESAP customers has not changed, verification is not required for MSNAP and ESAP.

**Note:** Shelter and dependent care verification to include phone expense is mandatory for the customer to receive the deduction, however, it is not mandatory to receive SNAP benefits.

### REQUIRED ACTION:

Beginning February 1, 2021, a SNAP household's dependent care and shelter expenses, to include telephone expenses, will no longer be declaratory; customers are required to provide verification to receive the deductions. Case managers must verify shelter and dependent care expenses at application, redetermination, and interim change. The SNAP Verification Reference Chart is updated to reflect this revised policy.

## Policy Reminders:

- Shelter costs include:
  - a. Heating and/or cooling costs for which the customer is responsible to pay and are billed separately from the household's rent or mortgage payment.
  - b. Rent, mortgage, ground rent, association fees, and/or property insurance costs for which the customer is responsible to pay.
  - c. A customer's failure to submit verification of dependent care or shelter costs alone should not lead to the denial or closure of an application. When this occurs, case managers should process the case without the deductions. Case managers should add text to the notice advising the customer that she or he may receive the deductions if required shelter and/or dependent care verification is submitted at any time during the certification period.
- Case managers must assist customers in obtaining verification, e.g. collateral contact. When assisting customers in this process, case managers may only disclose customer information to relevant individuals or organizations; information shared with those individuals should be limited to the minimum information necessary to obtain the required verification.
- Utility bills are needed even if the DHS/FIA 1130 or the lease states the customer is responsible for the utilities.

## **Attachments**

### SNAP Manual Sections:

- [Deductions: 212](#)
- [Verifications: 408](#)

## **INQUIRIES:**

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) found on Knowledge Base or via email at [fia.policy@maryland.gov](mailto:fia.policy@maryland.gov) for Montgomery County only.

For systems questions, please email [fia.bsdm@maryland.gov](mailto:fia.bsdm@maryland.gov).

- c: DHS Executive Staff  
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