



Department of Human Services
311 West Saratoga Street
Baltimore MD 21201

FIA ACTION TRANSMITTAL

Control Number: #21-06

Effective Date: Immediately

Issuance Date: July 31, 2020

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

FROM: NETSANET KIBRET, EXECUTIVE DIRECTOR

**RE: 60 DAY NORMAL PROCESSING SUPPLEMENTAL NUTRITION
ASSISTANCE PROGRAM (SNAP) BENEFITS**

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

ORIGINATING OFFICE: OFFICE OF OPERATIONS

SUMMARY:

On April 28, 2020, the Family Investment Administration (FIA) transitioned to Statewide Process Management, in response to the COVID-19 crisis. Due to the standardization of SPM (FIA) has transitioned to a 60-day SNAP application processing statewide.

All SNAP households have **60 days** in which to establish eligibility for SNAP if the interview was completed and outstanding verification is needed. The household must be given a minimum of **10 days** in which to return verification to establish eligibility. The household is not entitled to SNAP benefits retroactive to the day of application if they do not establish eligibility by the **30th day**. Please refer to SNAP Manual Section: 406 and AT: 05-03.

REQUIRED ACTION:

If the household has completed an interview and has returned all the requested verification action should be taken to process that application in a timely manner so that the household has the opportunity to participate no later than 30 calendar days, unless expedited, following the date the application was filed.

Denial of the application must occur on or before the 30th calendar day after filing under the following conditions:

1. A household is found ineligible. (Send a denial notice as soon as possible, but not later

- than 30 calendar days after the application was filed.)
2. A household refuses to cooperate in the application process. (Send a denial notice at the time of refusal.)
 3. A household misses the initial interview and does not schedule a second interview, and does not contact the local department about its application within that time period. (Send a denial notice on the 30th day following the date of the application.)
 4. After a denial, the household must file a new application if it wishes to participate in the program

A notice of denial may be sent to household on the 30th day only if all of the following conditions are met:

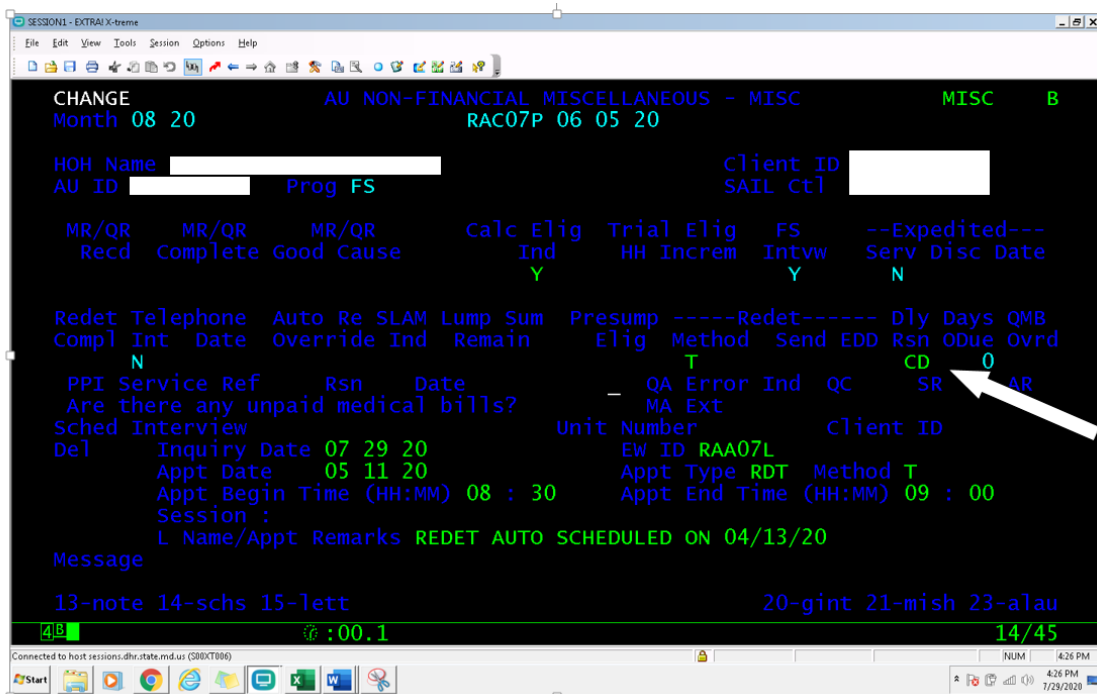
1. An interview is held on the day of application, and
2. All of the necessary verification is requested during this interview, and
3. No requests for verification are made after the date of application, and
4. The local department provides assistance to the household in obtaining the
5. verification when required, and
6. The household fails to provide verification.

NOTE: Local departments must ensure that the application filing and scheduling of interviews allows sufficient time (10 calendar days) for households to return verification within the 30-day processing standard

Delays in Processing: If the local department does not determine a household's eligibility and provide an opportunity to participate within 30 days of the date the application was filed, apply the policies found in the **SNAP Manual 406** to make the determination of fault.

CARES ACTION REQUIRED:

The MISC screen in CARES must be properly coded CD- Client Delay or AD- Agency Delay in the



INQUIRIES: Please direct policy questions to FIA Policy by completing the FIA Policy Information Request Form found on Knowledge Base as shown in the screenshot below or email to fia.policy@maryland.gov.

The screenshot shows the DHS Knowledge Base website for the Family Investment Administration. The header includes the DHS logo, navigation menus for Administrations, Tools, Resources, Links, and Local Offices, and a search bar. The main content area is titled "Family Investment Administration" and contains a detailed description of the programs, including the Energy Assistance Program, Family Investment Program, and Supplemental Nutrition Assistance Program. It also mentions that eligible households can access food benefits electronically through a debit card. Two statistics are displayed: "FFY 2017 Job Placement Data Statewide Annual Goal Total" at 13,021 and "FFY 2017 Job Placement Data Statewide Annual Achieved Total" at 12,240. On the right side, there are two contact cards: one for Labelle Hillgrove, MSOL, Director of Statewide Policy Compliance and Customer Service Performance, and another for Candice A. Roberts, FIA Executive Assistant. A "Tools" button is located at the bottom right. A left sidebar menu lists various resources, with "Family Investment Administration" and "Contact us with your FIA Program Eligibility Policy Question" circled in red.

- c: DHS Executive Staff
- Constituent Services
- DHS Help Desk
- FIA Management Staff