

 <p>DHS MARYLAND DEPARTMENT OF HUMAN SERVICES Department of Human Services 311 West Saratoga Street Baltimore MD 21201</p>	<p>FIA INFORMATION MEMO</p>
<p>Control Number: #22-18</p>	<p>Effective Date: UPON RECEIPT Issuance Date: March 31, 2022</p>

**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: MANUAL SNAP CASE CLOSURE ON THE 60TH DAY

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

ORIGINATING OFFICE: OFFICE OF OPERATIONS

SUMMARY

Manual SNAP case denials are required for cases that remain pending on the 60th day.

Maryland is a 60-day state. This means if a case is not processed within 30 days from the date of application due to household (i.e., client) delay or agency delay, it will remain pending until the date all mandatory verifications are obtained or on the 60th day if the verifications are not returned.

- All households that complete the interview process by the 30th day and are awaiting mandatory verification will remain pending until the case manager determines eligibility on or before the 60th day.
- The case must be coded for client delay on the *Administrative Information Screen* within E&E.
- On the 60th day, if the verification is not received, the case manager will be required to manually deny the case.

Further system enhancements are in progress to make this an automated process.

NOTE: Households who have completed an interview and provided all mandatory verification on or before the 30th day **must** be processed upon receipt, **but no later than the 30th day**.

REMINDER: The household caused delay must be coded “CLIENT DELAY” on the *Administrative Information Screen* if the customer does not provide the mandatory verification by the 30th day.

Policy reminder:

[SNAP Manual Section 406.4](#) - 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 that follow to make the determination of fault.

1. Household at Fault:

- a. A household is at fault for a delay in processing when the local department takes all the actions required under normal processing procedures, but the household has not completed its requirements.
- b. Interviews.
 - i. For households that fail to appear for an interview, the local department must advise that the responsibility rests with the household to schedule a second interview.
 - ii. If the household contacts the agency within the 30-day processing time, the agency must schedule a second interview.
 - iii. If the household fails to schedule a second interview, postpones the interview, or cannot schedule it until after the 20th day but before the 30th day, the household must appear for the interview, provide required verifications, and complete work registration by the 30th day following application. If the household does not do this, the delay is the household fault.

2. Agency at Fault:

- a. The local department is at fault if it does not follow the processing guidelines or fails in some other way to complete the process even though the household has completed all program requirements.

Resource: [IM# 21-21 Mandatory Verification Matrix Per program](#); [SNAP Manual Section 406](#)

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 for Montgomery County only.

For systems questions, please email fia.bsdm@maryland.gov.

cc: DHS Executive Staff
FIA Management Staff
Constituent Services
DHS Help Desk
Office of Administrative Hearings