

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 1

100 Household Composition

- 100.1 Purpose**
- 100.2 General Supplemental Nutrition Assistance Program Household Definition**
- 100.3 Required Household Combinations**
- 100.4 Boarders**
- 100.5 Individuals in Foster Care/Kinship Care Subsidized Guardianship Program**
- 100.6 Ineligible Individuals and Households**
 - 100.61 Ineligible Immigrants**
 - 100.62 Disqualified Individuals**
 - 100.63 Residents of Institutions**
 - 100.64 ABAWDS**
 - 100.65 Fleeing Felons**
- 100.7 Special Eligibility Situations**
- 100.8 Non-Household Members**
- 100.9 Verification**
- 100.10 Designating the Head of Household**

101 Strikers

- 101.1 Purpose**
- 101.2 Definition of a Striker**
- 101.3 Determining Striker Status and Eligibility**
- 101.4 Verification and Reporting**
- 101.5 Work Registration**

102 Students

- 102.1 Purpose**
- 102.2 Student Status**
- 102.3 Definition of Work-Study**
- 102.4 Work Registration**
- 102.5 Eligibility Requirements**
- 102.6 Enrollment Status**
- 102.7 Income and Resources**

103 Residents of Shelters for Battered Women and Children

- 103.1 Purpose**
- 103.2 Definition of Shelter**
- 103.3 Residency and Separate Household Status**
- 103.4 Income and Resources**

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 2

- 103.5 Expedited Service
- 103.6 Action on Changes to Former Households
- 104 Self-employed Households**
 - 104.1 Purpose
 - 104.2 General Information
 - 104.3 Work Registration
 - 104.4 Resources
 - 104.5 Special Income Considerations
 - 104.6 Income Computation
 - 104.7 Self Employment Earned Income Deduction
 - 104.8 Self Employed Farmer
 - 104.81 Definition of Self Employed Farmer
 - 104.82 Basic Standards
 - 104.83 Computing Income and Farm Expenses
 - 104.84 Shelter Portion of the Farm
 - 104.85 Tobacco “Pounds” (Rights)
 - 104.86 Garnishments and Bankruptcy
 - 104.87 Specific Types of Payments
 - 104.88 Farm Losses Offset Against Other Income
 - 104.89 Earned Income Deduction
 - 104.891 Verification
 - 104.892 Making Changes
- 105 Households with Boarders**
 - 105.1 Purpose
 - 105.2 General Information
 - 105.3 Income from Boarders
 - 105.4 Allowable Costs of Doing Business
 - 105.5 Computing Income
- 106 Able-Bodied Adults Without Dependents (ABAWDS)**
 - 106.1 Purpose
 - 106.2 General Information
 - 106.3 Screening
 - 106.4 Counting Three Free Months
 - 106.5 Meeting Work Requirements
 - 106.6 Regaining Eligibility
 - 106.7 Reporting Changes
 - 106.8 Good Cause
- 107 ESAP and MSNAP**

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 3

107.1	Purpose
107.2	General Information
107	ESAP and MSNAP (continued)
107.3	MSNAP Policy and Procedures
107.31	MSNAP Household Composition
107.32	Operating Procedures
107.33	Application Procedures
107.34	Allotment
107.35	Verification Process
107.36	Recertification and Change Reporting
107.37	Administrative Hearings
107.38	Quality Control
107.39	CARES
107.4	ESAP Policy and Procedures
108	Households Containing Non-members
108.1	Purpose
108.2	General Information
108.3	Nonmembers of a Household
108.4	Ineligible Members
108.5	Treatment of Income, Deductions, and Resources of: <ul style="list-style-type: none"> • Individuals who do not meet the Citizenship, or Eligible Immigrant Status • Able-bodied Adults without Dependents who are not Meeting the Work Requirements • Individuals Disqualified for Failure to Provide a Social Security Number
108.6	Treatment of Income and Resources of a Member who is Ineligible because of a Disqualification
108.7	Other Ineligible Household Members
	Chart – Counting Income, Resources, and Deductions of Ineligible Household Members
109	Other Special Households
109.1	Purpose
109.2	Group Living Arrangement (GLA)
109.21	Definition
109.22	Verification of Facility Status
109.23	Customer Eligibility Requirements
109.24	Authorized Representative

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 4

	109.25	Determining Eligibility and Benefits
	109.26	Use of the SNAP Allotment
	109.27	Responsibilities of GLA Facility
	109.28	GLA Center Responsibility and Liability
109		Other Special Households (continued)
	109.29	Misuse of Supplemental Nutrition Assistance Program Funds
109.3		Veterans and Surviving Spouses/Children
	109.31	Eligible Persons
	109.32	Permanent Disabilities under the Social Security Act
	109.33	Verification
109.4		Elderly and Disabled Living with Others
	109.41	Definition
	109.42	Determining Individual Household Status
	109.43	Determining Disability
109.5		Residents of Treatment Centers for Drug Addiction and Alcoholism
	109.51	Verification of Facility Status
	109.52	Eligible Persons
	109.53	Authorized Representatives
	109.54	Case Processing for Residents of Treatment Centers
	109.55	Resident Rights
	109.56	Budgeting
	109.57	Responsibilities of Treatment Centers
	109.58	Treatment Center Responsibility and Liability
	109.59	Misuse of Supplemental Nutrition Assistance Program Funds
109.6		Residents of Homeless Shelters
109.7		Maryland Senior Nutrition Assistance Program (MSNAP)
	109.71	MSNAP Household Composition
	109.72	Operating Procedures
	109.73	Application Procedures
	109.74	Allotment
	109.75	Verification Process
	109.76	Recertification
	109.77	Change Reporting
	109.78	Administrative Hearings
	109.79	Quality Control
	109.80	CARES

110 Residency

110.1 Residency

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 5

- 110.2 Residency Requirements
- 110.3 Verification

111 Minimum State Supplement

- 111.1 Purpose
- 111.2 Process

111 Minimum State Supplement (continued)

- 111.3 Special Circumstances for Case Processing
Chart CARES Month End Dates

115 Categorical Eligibility

- 115.1 Definition
- 115.2 Categorically Eligible Individuals and Households
- 115.3 Application Processing

120 Citizenship and Immigrant Status

- 120.1 Determining Immigration Status
- 120.2 U.S. Citizen or Noncitizen National
- 120.3 Qualified Immigrants
- 120.4 Immigrants who have lived in the United States for Five Years
- 120.5 Immigrants Eligible during the 5-Year Ban on Immigrant Eligibility
- 120.6 Immigrant Children
- 120.7 Disabled Immigrants
- 120.8 Elderly Immigrants Lawfully Residing in the U.S. on August 22, 1996
- 120.9 Work Quarters
- 120.10 Military Connection
- 120.11 American Indians, Iraqi and Afghan Special Immigrants and Hmong or Highland Laotians
- 120.12 Immigrants who are Victims of Severe Trafficking in Persons
- 120.13 Immigrants who have been Battered or Subjected to Extreme Cruelty
- 120.14 Verification of Immigration Status
- 120.15 Responsibility of the Local DSS to Obtain Verification
- 120.16 Status of Household while Awaiting Verification of Eligible Immigrant Status
- 120.17 Ineligible Immigrants
- 120.18 Reporting Illegal Immigrants
- 120.19 Calculating the Countable Income and Resources from an Ineligible Immigrant

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 6

- 120.12 Case Processing**
- Chart – Qualified Immigrant Categories under the 1996 Welfare and Immigration Laws**
- Chart – Desk Guide to Immigrant Eligibility Effective 10/1/03**
- Chart – Acceptable Verification for Iraqi and Afghan Special Immigrants**

121 Sponsored Immigrants

- 121.1 Definitions**
- 121.2 Deeming of a Sponsor’s Income and Resources for Immigrants Admitted under the Affidavit of Support**
- 121.3 Steps for Determining Eligibility**
- 121.4 Eligible Sponsored Immigrant’s Responsibilities**
- 121.5 Awaiting Verification**
- 121.6 Over issuance Due to Incorrect Sponsor Information**

122 Migrants

- 122.1 Purpose**
- 122.2 General Information**
- 122.3 Definition of a Migrant Worker**
- 122.4 Applications**
- 122.5 Household Concept**
- 122.6 Residency and Identity**
- 122.7 Work Registration**
- 122.8 Resources**
- 122.9 Excluded Income**
- 122.10 Destitute households**
- 122.11 Income from a Terminated Source**
- 122.12 Income from a New Source**
- 122.13 Application for Destitute Households**
- 122.14 Certification Periods**
- 122.15 Recertification**

130 Work Requirements

- 130.1 Purpose**
- 130.2 General Policy**
- 130.3 Registration Procedure**
- 130.4 Determination of Exemption Status**
- 130.5 Statutory Exemptions from Work Registration**
- 130.6 Individual Exemptions**

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 7

- 130.7 Local Department Responsibility**
- 130.8 Supplemental Nutrition Assistance Employment and Training Program (SNAPE&T) Voluntary Participants**
- 130.9 SNAPE&T Requirements**
- 130.10 Loss of Exemption Status**
- 130.11 Failure to Comply**
- 130.12 Good Cause for Failure to Comply with SNAP E&T**
- 130.13 Ending a Disqualification**
- 130.14 Suitable Employment**
- 130.15 Registrant Proof of Unsuitability**
- 130.16 Participation of Strikers**
- 130.17 Voluntary Quit and Reduction of Work Effort**
- 130.18 Determination of Voluntary Quit**
- 130.19 Exemptions from Voluntary Quit Provisions**
- 130.20 Good Cause for Voluntary Quit**
- 130.21 Verification**
- 130.22 Ending a Voluntary Quit Disqualification**
- 130.23 Fair Hearings/Appeals**
- 130.24 Able-Bodied Adults Without Dependents (ABAWDs)**
- 130.25 ABAWDS Eligibility**

200 Resources

- 200.1 Purpose**
- 200.2 General Information**
- 200.3 Included Resources for Households That Are Not Categorically Eligible**
 - 200.31 Countable Resources**
 - 200.32 Jointly Owned Resources**
 - 200.33 Resources of Non-Household Member**
- 200.4 Excluded Resources**
 - 200.41 Excluded Resources**
 - 200.42 Handling Excluded Funds**
 - 200.43 Verification**
- 200.5 Transfer of Resources**
 - 200.51 Acceptable Transfers**
 - 200.52 Establishing a Disqualification**
 - 200.53 Determining the Length of the Disqualification**

201 Treatment of Licensed Vehicles

- 201.1 Purpose**
- 201.2 General Information**

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 8

210 Income (General Information)

- 210.1 Purpose**
- 210.2 General Information**
- 210.3 Included Income**
 - 210.31 Earned Income**
 - 210.32 Self-employment Income**
 - 210.33 Unearned Income**
 - 210.34 Income of an Ineligible or Disqualified Individual**
 - 210.35 Third Party Payments**

210 Income (General Information) (continued)

- 210.36 Failure to Comply with a Federal, State, or Local Means-Tested Assistance Program**
- 210.4 Verification**

211 Excluded Income

- 211.1 Purpose**
- 211.2 General Information**
- 211.3 Excluded Income**
- 211.4 Verification**

212 Deductions

- 212.1 Purpose**
- 212.2 General Information**
- 212.3 Allowable Deductions for Households with Aged/Disabled Members**
- 212.4 Allowable Deductions for All Other Households**
- 212.5 Standard Deductions**
- 212.6 Earned Income Deduction**
- 212.7 Dependent Care Deduction**
- 212.8 Excess Medical Expense Deduction**
- 212.9 Excess Shelter Deduction**
- 212.10 Homeless Shelter Allowance**
- 212.11 Child Support Deduction**
- 212.12 Action While Awaiting Verification**

213 Determining Monthly Income/Expenses

- 213.1 Purpose**
- 213.2 General Information**
- 213.3 Determining Income**

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 9

213.4	Determining Deductions
213.41	Billed Expenses
213.42	Averaging Expenses
213.43	Anticipating Expenses
213.44	Conversion of Deductions
213.5	Calculating the Child Support Deduction
213.6	Rounding
214	Utility Allowances
214.1	Eligibility for Utility Allowances
214	Utility Allowances (continued)
214.2	Shared Utility Costs
214.3	Telephone Allowance
214.4	Actual Utility Costs
214.5	Examples of Utility Allowance Policy
400	Filing an Application
400.1	Purpose
400.2	General Policy
400.3	Filing an Application
400.4	Initial Contact with Potentially Eligible Households
400.41	In-Person Contact
400.42	Telephone Contact
400.43	Mail Contact
400.44	Filing an Electronic Application
400.5	Applicant Contacts the Wrong Office
400.6	Providing a Copy of the Application to the Household
400.7	Withdrawing an Application
401	Screening for Expedited Service
401.1	Purpose
401.2	Expedited Service Criteria
401.3	Identifying Households Requiring Service
401.4	Screening for Expedited Service
401.5	Expedited Service Standard
401.6	Interviews
401.7	Telephone Interview
401.8	Special Procedures for Expediting
401.9	Expedited SNAP – Questions and Answers
402	Interviews

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 10

- 402.1 Purpose**
- 402.2 Interview**
- 402.3 Home Visits**
- 402.4 Waiver of Face to Face Interview**
- 402.5 Content of the Interview**
- 402.6 Scheduling Interviews and Notice of Missed Interview**
- 402.7 Felony Drug Conviction and Substance Abuse**
 - 402.71 Background**
 - 402.72 The Role of the Case Manager**
 - 402.73 Compliance**

403 Customer Rights and Responsibilities

- 403.1 Purpose**
- 403.2 Rights under the Privacy Act of 1974**
- 403.3 Confidentiality**
- 403.4 Household Access to Case File**
- 403.5 Right to Apply**
- 403.6 Right to Nondiscrimination**
- 403.7 Discrimination Complaints**
- 403.8 General Complaints**
- 403.9 Supervisory Conference/Fair Hearing**
- 403.10 Responsibility of the Household to Cooperate**
- 403.11 Responsibility to Report Changes**

404 Head of Household/Authorized Representative

- 404.1 Purpose**
- 404.2 Head of Household**
- 404.3 Authorized Representative**
- 404.4 Drug/Alcohol Treatment Centers**
- 404.5 Group Living Arrangement (GLA) Facilities**
- 404.6 Restrictions on Authorized Representatives**
- 404.7 Disqualification of an Authorized Representative**

405 Social Security Numbers

- 405.1 Purpose**
- 405.2 Participation Requirement**
- 405.3 Obtaining Social Security Numbers**
- 405.4 Special Processing for Expedited Services**
- 405.5 Failure to Comply**
- 405.6 Good Cause for Failure to Comply**
- 405.7 Ending Disqualification**

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 11

- 405.8 Verification at Application
- 405.9 Verification at Recertification

406 Normal Processing Standards

- 406.1 Purpose
- 406.2 Month of Application
- 406.3 30-Day Standard
 - 406.31 Approval
 - 406.32 Denial
- 406.4 Delays in Processing
- 406.5 Determining Fault
- 406.6 Delays Caused by the Household
- 406.7 Delays Caused by the Agency
- 406.8 Delays Beyond 60 Days
 - 406.81 Agency at Fault, Case Information Complete
 - 406.82 Agency at Fault, Case Incomplete
 - 406.83 Household at Fault
- 406.9 Joint Application Processing Procedures between Social Security Administration and Local Departments of Social Services

408 Verification

- 408.1 Purpose
- 408.2 Definition
- 408.3 Mandatory Verification at Application, Normal Processing
- 408.4 Mandatory Verification at Application, Expedited Processing
- 408.5 Verification of Questionable Information
- 408.6 Mandatory Verification of an Expense or Verification of a Questionable Expense
- 408.7 Verification at Recertification
- 408.8 Verification at Interim Change
- 408.9 Types of Verifications
 - 408.91 Documentary Evidence
 - 408.92 Collateral Contact
- 408.10 Discrepancies
- 408.11 Narration
- 408.12 Public Assistance (PA) and Supplemental Security Income (SSI) Households

409 Income Eligibility

- 409.1 Purpose
- 409.2 General Policy

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 12

- 409.3 Calculation of Net Monthly Income
- 409.4 Determining Benefit Level
- 409.5 Change of Eligibility Standard

410 Certification Periods

- 410.1 General Policy
- 410.2 Length of Certification Periods
- 410.3 Change in Length of Certification Periods
 - 410.31 Shortening a Certification Periods
 - 410.32 Lengthening a Certification Period
 - 410.33 Unclear Information

410 Certification Periods (continued)

- 410.34 Public Assistance Households (TCA, RCA, TDAP, PAA)
- 410.4 Certification Notices to Households
- 410.5 Application for Recertification

411 Proration Tables - OBSOLETE

- 411.0 OBSOLETE

412 Prorating Initial Allotment

- 412.1 Purpose
- 412.2 Definition of Initial Allotment
- 412.3 Determining Eligibility
- 412.4 Determining Initial Allotment
- 412.5 Rounding
- 412.6 Prorating \$10 Minimum Benefit
- 412.7 Expedited Service
- 412.8 Public Assistance (PA) or Supplemental Security Income (SSI) Households (Categorical eligibility)

420 Reporting Changes

- 420.1 Purpose
- 420.2 Household Responsibility to Report Changes
 - 420.21 Simplified Reporting Requirements
 - 420.22 Customer Notification of Simplified Reporting Requirements

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 13

	420.23 Certification Periods for Simplified Reporting Households
420.3	Change Report Form
420.4	Local Department Action on Changes
420.5	Increase in Benefits
	420.51 Normal Changes
	420.52 Expedited Changes
420.6	Verification-Increase in Benefits
420.7	Decrease in Benefits
420.8	Unclear Information
420.9	Failure to Report a Change
420.10	Mass Changes
	420.101 Federal Adjustments to Eligibility Standards, Allotments, and Deductions; State Adjustments to Utility Standards
	420.102 Mass Changes in Public Assistance
	420.103 Mass Changes in Federal Benefits
	420.104 Administrative Hearings and Continuation of Benefits
420.11	Cash Assistance Households (TCA, RCA, TDAP, PAA)
420.12	Transitional Supplemental Nutrition Assistance Benefits
	Supplemental Nutrition Assistance Reporting Guide
430	Notice of Adverse Action
430.1	Notice of Adverse Action
430.2	Timely Advance Notice
430.3	Adequate Advance Notice
430.4	Exemptions from Notice Requirements
430.5	Cash Assistance (CA) or Supplemental Security Income (SSI) Households (Categorical Eligibility)
430.6	Optional Adequate Notice
440	Recertification
440.1	Purpose
440.2	General Policy
440.3	Notice of Expiration
440.4	Interview
440.5	Verification
440.6	Timely Application for Recertification
440.7	Action on Timely Re-Applications
440.8	Delayed Processing

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 14

460 Administrative Hearings

- 460.1 Purpose**
- 460.2 Availability of Hearings**
- 460.3 Notification of the Right to Request an Administrative Hearing**
- 460.4 Time Period for Requesting an Administrative Hearing**
- 460.5 Request for an Administrative Hearing**
- 460.6 Agency Responsibilities on Administrative Hearing Requests**
- 460.7 Pre-hearing Conferences**
- 460.8 Notification of Time and Place of Hearing**
- 460.9 Household request for Postponement**
- 460.10 Attendance at Hearing**
- 460.11 Consolidated Hearings**
- 460.12 Denial or Dismissal of a Request for an Administrative Hearing**
- 460.13 Household Rights during the Hearing**
- 460.14 Designation of the Hearings Official**

460 Administrative Hearings (continued)

- 460.15 Powers and Duties**
- 460.16 Hearing Decisions**
- 460.17 Timely Action on Hearings**
- 460.18 Implementation of Hearing Decisions**
- 460.19 Continuation of SNAP Benefits**

470 Restoration of Benefits

- 470.1 Entitlement**
- 470.2 Errors Discovered by the Local Department**
- 470.3 Disputed SNAP Benefits**
- 470.4 Computing the Amount to be Restored**
- 470.5 Lost Benefits to individuals Disqualified for an IPV**
- 470.6 Method of Restoration**
- 470.7 Change in Household Composition**
- 470.8 Replacement of SNAP Benefits for Food Lost in a Household Misfortune**

480 Intentional Program Violation (IPV)

- 480.1 Purpose**
- 480.2 Definition of Intentional Program Violation (IPV)**
- 480.3 Penalties**
 - 480.31 Additional Penalties- Non-IPV**
- 480.4 Determination of Committing of an IPV**

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 15

480.5	Impact of Simplified Reporting on an IPV
480.6	Local Department Responsibility
480.7	Court Referrals and Decisions
480.8	Administrative Hearings versus Court Referrals
480.9	Disqualification Consent Agreement
480.10	Advance Notice for a Disqualification Consent Agreement
480.11	Administrative Disqualification Hearings
480.12	Waiver of an Administrative Disqualification Hearing
480.13	Referral for a Disqualification Hearing
480.14	Scheduling of Hearings
480.15	Pre-Hearing Procedures
480.16	Hearings Procedures
480.17	Hearing the Case
480.18	Failure to Appear (“No-Show”) Hearings
480.19	Hearings Decision
480.20	Application of Disqualification Penalties
480.21	Notification of Disqualification
480.22	Reporting on Disqualified Individuals

490 Claims Against Households

490.1	Purpose
490.2	Establishing Claims Against a Household
490.3	Types of Overpayment Claims
490.4	Establishing a Claim
490.5	Time Frame for Establishing a Claim
490.6	Calculating the Amount of a Claim
490.7	Trafficking Related Claims
490.8	Initiating Collection Action
490.9	Failure to Respond to a Demand Letter
490.10	Acceptable Forms of Payment
490.11	Methods of Collecting Payment
490.12	Collection of Multiple Claims
490.13	Failure to Comply with a Payment Schedule and Determining Delinquency
490.14	Hearings and Claims
490.15	Criteria for terminating Collection Action
490.16	Household Repayment Responsibility
490.17	Claim Compromise
	490.17-1 Compromise Procedure
490.18	Re-applicants and Unpaid Claims
490.19	Central Collections Unit (CCU)
490.20	Refunds of Overpaid Claims
490.21	Claims Discharged Through Bankruptcy

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM MANUAL
TABLE OF CONTENTS	PAGE 16

- 490.22 Interstate Claims Collection**
- 490.23 Treasury Offset Program (TOP)**
- 490.24 Retention of Overpayment Claims Records**

500 Glossary

600 Standards

- 600.1 Standards for Eligibility and Maximum Allotments**
- 600.2 Formula Calculation**
- 600.3 Deduction Standards**
- 600.4 Determining the SNAP Allotment**

APPENDIX Basis of Issuance Tables