

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) MANUAL	
RESIDENTS OF SHELTERS FOR BATTERED WOMEN AND CHILDREN	Section 103	Page 1

103.1 Purpose

The purpose of this section is to describe the special policies that apply to residents of shelters for battered women and their children.

103.2 Definition of Shelter

Shelter for battered women and children means a public or private non-profit residential facility that serves battered women and their children. If the facility serves other individuals, a portion of the facility must be set aside on a long-term basis to serve only battered women and children.

103.3 Residency and Separate Household Status

- A. A special exception to the rule that no individual may participate in more than one project area or as a member of more than one household in any one month is made for residents of shelters as defined above.
- B. Since many shelter residents have recently left a household containing the person who has abused them, assume that these persons do not have access to their portion of any SNAP allotment.
- C. If the currently certified household contains the person who subjected them to abuse, the shelter resident may apply for and, if otherwise eligible, be certified as a separate household in the same month and/or in the same project area.
- D. Consider persons temporarily residing in shelters for battered women and children as individual household units when applying for and participating in the Supplemental Nutrition Assistance Program.
- E. Under **no** circumstances should you release any information on the whereabouts of the family members in the shelter to anyone remaining in the abuser's household.

103.4 Income and Resources

- A. Certify shelter residents who apply as a separate household solely on the basis of their income and resources and the expenses for which they are responsible.

103.4 Income and Resources (continued)

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) MANUAL	
RESIDENTS OF SHELTERS FOR BATTERED WOMEN AND CHILDREN	Section 103	Page 2

- B. Do not consider the income, resources, and expenses of the former household.
- C. Consider as shelter expenses any room payments made to the shelter.
- D. Consider resources as inaccessible if they are:
 - 1. Jointly owned by the shelter resident and any member of the former household if that household contains the person that subjected the resident to abuse, **and**
 - 2. Access to the value of the resources is dependent upon the agreement if a joint owner who still resides in the former household

Note: The above policy on income and resources applies only to residents of shelters as defined in this section. Remember that categorically eligible households are not subject to the resources limit.

103.5 Expedited Service

Note: SNAP Manual Section 401 Expedited Services

- A. Residents of shelters who are entitled to expedited service must have access to their SNAP benefits as soon as possible but no later than the seventh calendar day after the application is filed.
- B. Prorate SNAP benefits for the initial month as for any other household (See Section 412).
- C. The case manager should make reasonable efforts to verify within the seven-day expedited service time frame the household's shelter and dependent care deduction. The case manager should send form 1052 requesting verification, if the household does not satisfy the verification requirement before the end of the expedite period, the case manager will process the case without the deduction.
- D. The case manager must make all attempts with the customer to complete the interview in order to meet expedited processing standards. All attempts to contact the customer should be documented in the case. If a telephone number is provided, contact the customer to conduct the interview. If no telephone number is provided, schedule an appointment for an interview with the customer. The appointment should be scheduled no later than the 6th day from the date of

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) MANUAL	
RESIDENTS OF SHELTERS FOR BATTERED WOMEN AND CHILDREN	Section 103	Page 3

application. Appointments should be mailed to the customer if the local DSS is unable to reach the customer by phone. 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.

- E. If a household does not complete the interview by the 7th calendar day, the application **can not be processed** within the established expedited service time frames. The application must be processed within the normal 30 days of the date of application, in accordance with 7 CFR 273.2 (FNS- GD- 2006-011) of the rules.

103.6 Action on Changes to Former Households

- A. Case managers must take prompt action to reduce or terminate SNAP benefits to former households to reflect the loss of any household members.
- B. Case managers must ask any shelter residents applying for SNAP benefits if they are currently part of other participating households.
- C. If the shelter resident is currently participating in the same project area, the case manager must take the following steps:
 1. Reduce SNAP benefits by changing the household size to reflect the loss of any member. Give timely and adequate notice of the reduction to the former household.
 2. If appropriate, terminate SNAP benefits after following procedures for clarifying unclear information in Section 420.8. Take great care not to expose the members of the household in the shelter to further abuse.
- D. If the resident of a shelter in your jurisdiction was a member of a currently certified household in another jurisdiction, the case manager must inform the other jurisdiction of the change in household composition so that prompt action can be taken. This can be done by either telephone or in writing.