DOCUMENTATION FOR SNAP 2013
Or lack of it remains a problem.

It continues to be one of the leading causal factors for errors.
WHY do you document?
- Because it is required

- For court cases

- So that someone else can work on the case after you’ve completed it

- So that you can get off that ADAPT screen

- Client comes in to view their case and they can understand what was used to process their application.

- When transferring out a record, the receiving agency would be able to understand the households circumstances
The reason to **DOCUMENT** is to **COMMUNICATE** information so that the details are explained regarding that households current situation.

And, the **READER** is the most important factor in your documentation.
WHO do you document for?
✓ Supervisors
✓ Case Readers
✓ Quality Assurance (QA)
✓ Judges
✓ Commonwealth Attorney
✓ County Attorney
✓ Agency receiving the case record
✓ Clients (if they request a review of the case)
✓ Co-Workers
Documentation, whether paper or electronic, **MUST** describe the household’s situation and tell the complete story.
YOU MUST DOCUMENT TO SUPPORT ELIGIBILITY, INELIGIBILITY AND BENEFIT LEVELS. AT A MINIMUM, DOCUMENT THE FOLLOWING:

Required Documentation
SNAP Guidance Manual
Part 3, Chapter C
1. The reason for withdrawal of an application, if the household provides a reason and confirmation of the withdrawal.  

   (Remember, withdrawals are only appropriate prior to a formal or informal eligibility determination. Meaning the informal eligibility determination could be prior to an interview).

2. Details regarding refusal to cooperate.

   Part 2, B, 4

   Part 2, C.
3. The reason the eligibility worker considered information questionable and the information used to resolve the questionable information. This should include an evaluation of the household’s actual expenses, if allowing the utility or telephone standard causes the expenses to exceed the income. This evaluation should address if there are unreported sources of income or resources when the income is insufficient to allow the household to meet its financial obligations. Part 3, A, 2.
4. The reason the eligibility worker considered an alternate source of verification (a collateral contact or home visit) necessary. Note that in verifying residency, a collateral contact is a primary source of verification.

   Part 3, A, 3.

5. The reason the eligibility worker rejected a collateral contact and requested an alternate or why the agency designated the collateral contact.

   Parts 3, A & B.
6. A statement that the use of actual utility costs, actual medical expenses or actual homeless shelter expenses was a decision made by the household.

Part 10, A.

7. Results of record/information systems reviews for pending applications.

Part 3, B.
8. An explanation as to why the household could not reasonably verify residency, e.g., the household has just recently arrived in the locality.

Part 3, A, 1, a.
9. Whenever the agency must verify earned income, the eligibility worker must verify and document the rate and frequency of pay. The eligibility worker must determine the payment cycle and document on what day(s) the household member receives pay and when the wages earned during a pay period are available.

Part 11, B
10. The number of hours, period and place of employment or other activity used to regain eligibility for the work requirement. Part 15, C.

Note: This policy is suspended through September 30, 2013
A few other important items to document:
Expedited Services Screenings
Screening Applications for Expedited Services

The local agency *must* screen all applications and late recertification applications for Expedited Services the same day the application is filed and *document* the result of the screening in the record.

The case record must be documented with the result of the screening, the screener’s name and date.
Methods to document the screening include:

✓ Expedited Service Checklist
✓ Case narrative/ADAPT comments screens,
✓ Expedited sections of the Request for Assistance or the Application for Benefits
✓ The Hotline Flyer
A statement that household Rights and Responsibilities were explained
Effective July 1, 2012 with SNAP Transmittal # 8

Documentation regarding Rights and Responsibilities are as follows:

A verbal & written explanation of the household's rights and responsibilities is required for applicants *(application, reappplications & renewal)*

- Include an explanation of the consequences if these responsibilities are not met
- To meet this requirement an agency may:
  - Document the case record stating that an explanation of household rights and responsibilities was completed
  - Complete the *Rights and Responsibilities* form which must be filed in the case record
    - The *Rights and Responsibilities* form is available in the Forms Drawer on SPARK

*Note: The Rights and Responsibilities requirement is not an eligibility factor; applications cannot be denied or extend pended for failure to complete this action*
Fluctuating Income

$$$$$$
When documenting income, make sure that you document fluctuating income.

Such as . . . .
- What pays are being used and why.
- What pays are not being used and why.
- Whether or not you requested more pay verification to get a better determination in projecting the income.
And last, but certainly not least: Documentation of the appointment that you schedule for your client is necessary.
Applications/Reviews

- What programs are they applying for?
- Is this an application or review?
- Who was interviewed and the date?
- What was the date they applied if not the same as date of interview?
- Who is included/excluded from the assistance unit and why?
- Resources - type, amount, FMV, ownership, accessibility and how verified and did it affect benefits?
Applications/Reviews (continued)

- Income - type, amounts, frequency and rate of pay, who receives and how often, how verified, if used, when started/stopped

- Shelter/ utility costs – who is responsible for payment, type, amounts, client declaration accepted as verification, if shared with another household and if the household opted not to use the utility standard

- Disability - if claimed, who and how was it verified
Applications/Reviews (continued)

- Medical deductions - who is eligible, what is used and how was the amount determined and verified

- Dependent Care deduction - who is eligible and client declaration used as verification, unless questionable

- Child Support payments - who is eligible and how was the amount determined and verified
Applications / Reviews (continued)

- What disposition was made on the application?
  - Indicate if it was expedited for SNAP
- What previous disposition was made and, if different, why is client now eligible or ineligible?
- What potential resources are being explored?
- What anticipated changes are there?
  - Do you need to set alert in ADAPT
Applications / Reviews (continued)

- What information was pended and when it is due?

- Special circumstances, i.e., ABAWD’s, Employment Programs, Support Enforcement, etc.

- Were any referrals made? (To outside agencies, other departments within social services, etc.)
Income

Much of this information is found in the computer:

30-day period considered

List source(s) of income

List each amount and how often received
Income (continued)

Show computation for average payment amount (if computer doesn’t do it for you)

Show conversion to monthly amount (again, if the computer doesn’t do it for you)

Indicate how verified and if used

If not converting to a full month, explain why
Important

Document any changes, clarifications, additions and responses to unanswered questions on the application/review form when conducting a telephone interview and the client is not present to make the required updates.
Closures/Denials

Why is the case being closed/denied?

When is the closure effective?

Closures and denials need to be documented well enough for the decision to stand alone as QA does not do any further investigation.
Other Issues

• Read your Notices of Action before sending to the client. Make sure to check cert period, amount of benefits, head of HH, appropriate denial/closure reason, etc.

• Evaluate and document information from the VEC work history inquiry. Ask the client about previous employment using the 60 day voluntary quit timeframe as a rule of thumb. If the client stopped working past 60 days, accept their statement as to when they stopped working, unless questionable. Document the case. If stopped working in the month prior to application, in most cases, request verification of last pay and termination. Use the prudent person concept.
Other Issues

• Document why a short cert period is given.
• When a change is reported, make sure to document who reported it, what they reported, when it was reported, etc.
• Stick to requesting verifications required by the SNAP program. SNAP doesn’t need to know what a client spent a lump sum payment on; just what amount is now considered a resource. You can ask a person how they are making it but we don’t need verification of how they are paying for cigarettes, toilet paper, etc.
General Notations

Document inquiries from:

-- Client
-- Other states
-- Supervisors
-- Other Units
-- Complaints

Alerts

-- Record why you set it in the computer and what action is needed.
General Notations (continued)

Document use of any of the following:

Changes reported while receiving Transitional Benefits

Overrides

System Work Arounds
DOCUMENTATION

Just the FACTS

• Determine what needs to be conveyed
• Ensure your narrative is free of bias
  – *If you wouldn’t say it, DON’T WRITE IT!*
• Use familiar terms
• Simple language is often clearer
• Eliminate unnecessary words
• Be specific
• Include all contact from the household
• Support your eligibility decision

**Don’t write it, didn’t happen**

Part 3, C. provides additional guidance regarding documentation
What Should be Excluded?

- Agency jargon should be avoided
- Uncommon abbreviations and acronyms
- Unnecessary opinions or remarks
- Thoughtless or inflammatory statements
ADAPT Comment Screens were added as a help tool, so that workers would be able to document necessary information while in this system. The number of characters these screens will hold has been increased.

This process was also implemented as a time saver and simplification for the worker trying to get their work done in a timely manner.
AECASE

Document items related to address or voter registration - i.e. document why a mailing address is being used. It’s not necessary to document things like client came in for interview, applying for SNAP, etc.” This a good place to document that the rights and responsibilities were explained.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Name</td>
<td>DELORES L JOHNSON</td>
</tr>
<tr>
<td>Residence Address</td>
<td></td>
</tr>
<tr>
<td>Street# Di Street/Rural St Di Apt #</td>
<td>9315 SQUIRREL LEVEL RD</td>
</tr>
<tr>
<td>City</td>
<td>PETERSBURG</td>
</tr>
<tr>
<td>Address</td>
<td>053 V: ID</td>
</tr>
<tr>
<td>Date Moved</td>
<td></td>
</tr>
<tr>
<td>Mailing Address</td>
<td></td>
</tr>
<tr>
<td>Service Worker #</td>
<td></td>
</tr>
<tr>
<td>Case Name Person#</td>
<td>01 Interim Reporting (00 = NO, 12 or 24 Months): 12</td>
</tr>
</tbody>
</table>

FIPS: 000 CENTRAL OFFICE - M13PR2
CASE: 0212481 CSLD: 3652 CASE STATUS: OPEN
CASE NAME: DELORES L JOHNSON
02/03/2012 AUTH: 4014

Session has been established.
AERESI
Residency – Is someone temporarily away?
-Document information related to being homeless.
AERLGD

Relationship – document the adding or removing of an individual or anything out of the ordinary about relationship
AEDEM1
Demographic Grid 1 – Document anything needed to further clarify the codes used

<table>
<thead>
<tr>
<th>Per#</th>
<th>Short Name</th>
<th>Ciz V: Birth</th>
<th>Birth</th>
<th>V: Eth</th>
<th>Place of Birth</th>
<th>Race Codes</th>
<th>Sex</th>
<th>SSN</th>
<th>TANF Under Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>DELOR T JOHN</td>
<td>Y OT VA</td>
<td>07301953 QOT 2 1</td>
<td>F 224846580 SI N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>NATHA ROSS</td>
<td>Y BC VA</td>
<td>03271992 BC 2 1</td>
<td>M 225658712 SI N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>BRAND STRY</td>
<td>Y BC VA</td>
<td>05092005 BC 2 1</td>
<td>M 697012946 SI N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
AEDEM 2
Demographic Grid 2 – Important to note if receiving any form of public assistance. Document any additional information needed regarding drug convictions, etc.
AEDEM3

Demographic Grid 3 – Make sure you have coded the High School Grad/GED and Last Grade Compl elements correctly. It’s important for SNAPET evaluations and student eligibility.
AEDEM 4
Demographic Grid 4 – Document if client is declaring they purchase and prepare separately from other non SNAP HH members. If permanently disabled, make sure to complete the disability screen.
AEDEM 5
Demographic Grid 5 – Only comes up for Medicaid cases. Document anything related to child under 1, MC ID, health insurance, etc
AECOMP -

HH Composition Grid – Document anything unusual about HH members; any excluded children. Helpful reminders at the bottom.
AEGNFS – ESP/VIEW/SNAPET

Some exemption reasons may need further documentation or verification such as being exempt due to disability. Even though SNAPET is voluntary, code client according to their individual circumstance.
AELIQU – Liquid Resources
Don’t document “not needed per policy”; instead say “per client’s statement”. Document if information on application is different from what is declared during the interview.
AEEARN – Earned Income
Document when client reports a new job, terminates income, or reports a change. Document the date the information was reported; if verified by phone, name and phone number of person providing information. End date terminated income; use the “Partial Month” field properly.
AEPAID – Earned Income (cont) Page 2
Document why you didn’t use certain pays (overtime not representative); fluctuating income is representative.
AEUERN – Unearned Income

If overpayment is being repaid, enter gross amount, then enter “Y” for Mandatory Deduction, then complete the next screen to show the overpayment amount.

<table>
<thead>
<tr>
<th>Income Source</th>
<th>Income Type</th>
<th>Freq.</th>
<th>Partial Month</th>
<th>Claim/ID #</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSA</td>
<td>SS</td>
<td>MO</td>
<td>N</td>
<td>226084253</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date Recd</th>
<th>Gross V</th>
<th>Date Recd</th>
<th>Gross V</th>
</tr>
</thead>
<tbody>
<tr>
<td>12122011</td>
<td>$402.00</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

Veterans Aid and Attendance: N

ABD MC Dividend from Life Insurance: N

ABD MC Irregular or In frequent: N

Date Income Began: 01/01/2010

Date Reported: 01/31/2011

Date Income Change Expected: N

Are There Any Mandatory Deductions: N

Print Income Verification Form: N
### AEUER2 – Unearned Income Deductions

**Source:** SOCIAL SECURITY ADM

**MONTHLY MANDATORY DEDUCTIONS**

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>Amount</th>
<th>V</th>
</tr>
</thead>
<tbody>
<tr>
<td>RP</td>
<td>REPYMT OF NON-FRAUD OVERPYMT</td>
<td>$20.00</td>
<td>VR</td>
</tr>
</tbody>
</table>

End All Deductions: N
Unearned Income Deduction Codes

MP – Mandatory Payment to Receive Benefits

RA – Plan to Achieve Self Support – SSI

RF – Repayment of a Fraud Over Payment

RP – Repayment of a Non-Fraud Over Payment
AECSIN – Child Support
Make sure child support is entered for the right person; document how you arrived at the monthly amount (show the math on the APECS printout or in the comments screen, if there is room); don’t zero out when support stops; must end date the screen.
AESHEX – Shelter/Utility Expenses Page 1
Document anything unusual related to rent, shared shelter, etc. Pay particular attention to questions related to utilities if the SUA is going to be used.
Document that actual versus standard was discussed and what the client chose; if giving homeless deduction, document why. Make sure all questions are responded to correctly if the SUA is being used. Also don’t forget to put person number responsible for the expense.
Document a summary of what action is being taken:
- IR processed; no changes reported.
- App processed; expedited; no PPV's; no income/res/expenses; lives rent free with friend.
AEAUTF – Authorization Screen (cont)

Late renewal processed; evaluated for expedite – not expedite; Hotline Flyer and date given.

- App processed; expedited; 01 lost job; still responsible for shelter; short cert given as expenses exceed income.
Basic
And
Simple
And remember, if it’s not written, it didn’t occur!
Questions??????
Contact Information
Cynthia Powell
SNAP Consultant
Central Regional Office
804-662-9776

cynthia.powell@dss.virginia.gov