

April 12, 2024

GENERAL LETTER NO. 7-A-50

ISSUED BY: Bureau of Financial, Food, and Work Supports
Division of Community Access

SUBJECT: Employees' Manual, Title 7, Chapter A, **SNAP Administration**, Title Page, Contents I, I-9, 11-18, 20, 23, 25-29, 32, 35, 37-39, revised.

Summary

This chapter is revised to

- Update complaint procedures
- Update DHS to HHS and DIA to DIAL.
- Clarify due dates when the due date lands on a weekend or holiday.

Effective Date

April 12, 2024.

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter A, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	October 7, 2022
Contents I	October 7, 2022
I-9, 11-18, 20, 23, 25-29, 32, 35, 37-39	October 7, 2022

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

Employees' Manual
Title 7, Chapter A

Revised April 12, 2024

SNAP Administration

	<u>Page</u>
Overview	I
Purpose and Organization of the Program.....	I
Definitions.....	2
Disabled Member	8
Responsibilities of the Department	9
Adjustments Due to Changes in FIP or Federal Benefits.....	9
Adjustments Due to Changes in Program Standards.....	10
Bilingual Requirements.....	10
Complaint System.....	11
Nondiscrimination Compliance.....	11
Data Collection.....	12
Filing a Discrimination Complaint	12
Discrimination Complaint Requirements	13
Confidentiality.....	14
Social Security Numbers	15
Effect of Receipt of SNAP on Other Benefits.....	16
Personnel	16
Hours of Operation.....	16
Volunteers.....	16
Records and Reports	17
Public Information	17
Program Informational Activities.....	18
Work Opportunity Tax Credit.....	18
Electronic Benefit Transfer.....	19
EBT Card Interoperability.....	19
Authorizing SNAP.....	19
Providing Access to the SNAP Account	20
Mailing EBT Cards.....	20
SNAP Availability Dates.....	21
Establishing Cardholders.....	21
The Primary Cardholder	22
Undocumented Aliens and Other Ineligible Members.....	22
Secondary Cardholders	23
Authorized Representative	23
Who Cannot Be an Authorized Representative	24
Person Representing Multiple Households.....	24
Households That Have Guardians, Conservators or Payees	24
Emergency Authorized Representative	25
Establishing a Secondary Cardholder or Authorized Representative	25
Replacing Secondary Cardholders or Authorized Representatives.....	26
Authorized Representative’s Request to Terminate.....	26
Disqualifying an Authorized Representative.....	26
Replacement EBT Cards	27
Returned EBT Cards.....	27
EBT Cards Returned to the Local Office.....	27

Overview

This chapter details the overall administrative requirements of Iowa's Supplemental Nutrition Assistance Program (SNAP), including a list of definitions used in the program. The chapter explains the Department's administrative responsibilities, issuance of benefits by electronic benefit transfer, and the rights and responsibilities of SNAP participants, including program violations and how participants may use benefits. Also included are policies specific to facilities.

The policies and procedures in this chapter are based on the Food and Nutrition Act of 2008, as amended. The portion of the Code of Federal Regulations that interprets the Food and Nutrition Act is Title 7. Department rules in 441 Iowa Administrative Code Chapter 65 implement SNAP in Iowa.

Purpose and Organization of the Program

Legal reference: 7 CFR 271.4(a) and (b), 273.18

SNAP is a uniform nationwide program intended to promote the general welfare and safeguard the health and wellbeing of the nation's population by raising the levels of nutrition among low-income households.

The U.S. Department of Agriculture's Food and Nutrition Service (FNS) administers the program. FNS delegates to the Iowa Department of Health and Human Services the responsibility for the administration of the program within the state. These responsibilities include, but are not limited to:

- Certification of applicant households in compliance with federal regulations.
- Issuance, control, and accountability of SNAP.
- Program information activities.
- Developing and maintaining complaint procedures.
- Developing, conducting, and evaluating training.
- Conducting performance reporting reviews such as quality control and management evaluation.
- Submitting accurate and timely financial and program reports.
- Keeping records necessary to determine whether the program is conducted in compliance with federal regulations.

FNS also delegates to the state agency, subject to the standards in [7-H, Adjustments](#), the authority to handle any claim that results from fraudulent or nonfraudulent overissuances to participating households. The state agency has the authority to:

- Determine the amount of a claim.
- Settle, adjust, or compromise a claim.
- Deny all or part of a claim.

Some of these responsibilities are delegated to the field offices, the central and field offices share some jointly, and some remain strictly a Central Office responsibility. Title 7 of the Employees' Manual explains the division of responsibilities and certification procedures.

Definitions

Legal reference: 7 CFR 271.2, 273.10(a)(ii), 441 IAC 65.1(234)

“Adequate notice” is a written notice that informs the household of:

- An action the Department is taking,
- The reason for the action,
- When the action is effective,
- The manual number, chapter number, and subheading supporting the action,
- The household’s right to a fair hearing, and
- How the household can request continuing assistance when it requests a hearing.

Adequate notice must be given no later than:

- Before the action;
- On the date benefits are available; or
- At the time benefits would have been received had they not been terminated.

“Allotment” means the total value of benefits a household is authorized to receive during a month.

“Certification period” means the period for which households are certified to receive SNAP benefits.

“Communal dining facility” means a public or nonprofit private establishment, approved by FNS, which prepares and serves meals for elderly people or for Supplemental Security Income (SSI) recipients and their spouses. It includes:

- Senior citizens’ centers.
- Apartment buildings occupied primarily by elderly people or SSI households.
- Public or private nonprofit establishments (eating or otherwise) that feed elderly people or SSI recipients and their spouses.
- Federally subsidized housing for the elderly at which meals are prepared for and served to the residents.
- Private establishments that contract with a state or local agency to offer meals at concessional prices to elderly people or SSI recipients and their spouses.

“Date of entry” or **“date of admission”** means the date an alien was lawfully admitted for permanent residence in the United States, as established by the federal government.

“Disabled” means meeting the requirements under [Disabled Member](#) later in this chapter.

“Due date” means the date paperwork is due to HHS. If the normal due date lands on a weekend or state holiday, the due date is the next business day.

“EBT” means electronic benefits transfer, the method the Department uses to issue SNAP benefits.

“EBT card” means the magnetic plastic swipe card that SNAP participants use to access their benefits at retail outlets.

“EBT customer service” in Iowa is accessed for cardholders by calling 1-800-359-5802. Retailers access customer service by calling 1-800-414-1422.

“Elderly person” means a person 60 years of age or older.

“Emergency service” means faster processing. Households must meet certain criteria to be eligible for emergency service. Households eligible for emergency service must receive their benefits within seven days after the date of application.

“Enrolled in an institution of higher education” means a person enrolled in:

- A business, vocational, technical or trade school that normally requires a high school diploma or equivalency certificate for enrollment in the curriculum.
- A regular curriculum at a junior, community, two-year, or four-year college or university that offers degree programs, regardless of whether a high school diploma is required. This does not include special programs such as courses for English as a second language that are not part of the regular curriculum.

“EPPIC®” means Electronic Payment Processing and Information Control, which is a trademarked data processing system owned by Conduent, Iowa’s EBT contractor. EPPIC® provides an interface between the Department and Conduent by transferring information from the Automated Benefit Calculation (ABC) system to Conduent. EPPIC® does not transmit information to ABC. (See [14.1](#) for more information on EPPIC®.)

“Federal fiscal year” means a period of 12 calendar months beginning with each October 1 and ending with September 30 of the following calendar year.

“FIP” means the Family Investment Program, which is Iowa’s Temporary Assistance for Needy Families (TANF) cash assistance program.

“FNS” means the Food and Nutrition Service of the United States Department of Agriculture, which is the federal agency that administers the Supplemental Nutrition Assistance Program.

The **“Food and Nutrition Act of 2008”** is the federal law that authorizes the Supplemental Nutrition Assistance program and was formerly known as the Food Stamp Act of 1977 (Public Law 95-113), including any subsequent amendments.

“General assistance” means:

- Cash or another form of assistance, excluding in-kind assistance,
- Which is financed by state or local funds,
- As part of a program that provides assistance to cover living expenses or other basic needs intended to promote the health or wellbeing of recipients.

This includes veterans' relief (other than assistance for burial expense of deceased veterans and their survivors), general relief, and Indian relief. General assistance means government, as opposed to private, funds administered on the state or local level.

“Homeless meal provider” means a public or private nonprofit establishment (e.g., soup kitchen, temporary shelter) that the local office approves, upon presentation of sufficient evidence, as serving meals to homeless persons.

“Homeless person” means a person who lacks a fixed and regular nighttime residence or a person whose primary nighttime residence is one of the following:

- A supervised shelter designed to provide temporary accommodations (such as a welfare hotel or congregate shelter).
- A halfway house or similar institution that provides temporary residence for persons intended to be institutionalized.
- A temporary accommodation in the home of another person. (The situation is no longer considered “temporary” after a person has lived in another person’s home for 90 days.)
- A place not designed for, or ordinarily used, as a regular sleeping accommodation for human beings (a hallway, a bus station, a lobby, or similar places).

“Initial application” means an application made by or on behalf of a household that:

- Is not certified on the date of the application or
- Has made an untimely application for recertification more than 30 days after the household’s certification has expired.

“Initial month” means the first month the household is certified for SNAP following any break in participation. **Exception:** For migrant or seasonal farm worker households, “initial month” means the first month the household is certified following a break of at least one month in participation.

The initial month is the only month benefits are prorated.

“Intentional failure to comply”:

- In the FIP or veteran pension program means when fraud is established by a court.
- In the SSI program means when the Social Security Administration verifies that the client committed fraud.

“Intentional program violation” (IPV) is any act that violates the Food and Nutrition Act, program regulations, or state statute relating to SNAP.

“IVR” means interactive voice response. An IVR is a dial-in inquiry system. Use of the system requires a touch-tone or digital phone. Iowa’s EBT customer service is an IVR system. A customer service representative can be accessed through it.

“Liquid resources” means resources that can readily be converted into cash. Examples of liquid resources are: cash on hand, money in checking or savings accounts, credit union accounts, savings certificates, current market value of stocks and bonds, and nonrecurring lump sum payments.

“Manual voucher” is a paper form that is used to complete a SNAP transaction when a retailer’s equipment is not working. Retailers that do not have equipment to accept an EBT card use only manual vouchers. Only FNS authorized retailers can use manual voucher forms.

“Maximum allotment” means the maximum amount of benefits a household can be authorized to receive during a month. The allotment is based on the Thrifty Food Plan.

“Meal delivery service” means a service provided by a political subdivision, a private nonprofit organization, or a private establishment with which the state or local government has contracted for the preparation and delivery of meals at concessional prices to:

- Elderly people and their spouses; and
- Persons who are physically or mentally handicapped or otherwise disabled such that the person is unable to prepare all meals adequately, and those persons’ spouses.

“Meal service” is a firm authorized by FNS to accept SNAP as payment for prepared meals.

“Means-tested program” means a program that uses income and resource guidelines to determine eligibility. SSI and FIP are examples of means-tested programs. Social Security benefits and Unemployment Compensation are not means-tested programs.

“Medicaid” means medical assistance administered by the state.

“Migrant” means a person who moves on a regular basis to find work in harvesting crops or other agricultural activities.

“Minimum benefit” means the minimum monthly amount of benefits that one- and two-person households receive. The amount of the minimum benefit is equal to eight percent of the maximum monthly allotment for a one-person household. See [7-F, Exceptions to Benefit Level](#).

“Nonliquid resources” means resources that cannot be easily converted into cash. Examples are personal property, licensed and unlicensed vehicles, buildings, land, and recreational property.

“Nonprofit cooperative food purchasing venture” means any private nonprofit association of consumers whose members pool their resources to buy food.

“Normal issuance cycle” is from the first of one calendar month to the first of the next calendar month for all eligible households. The required staggered issuance of SNAP does not alter this normal issuance cycle.

“Overissuance” means the amount by which benefits issued to a household exceed the amount it was eligible to receive.

“PAN” means the primary account number on the front of the EBT card.

“Parent” means a person who is the legal parent, natural parent, or stepparent of a child, and includes persons having parental control over a child.

“Parental control” means living with and fulfilling the role of a parent, financially or otherwise, for a child under age 18. A child is not under parental control if the child is married, because state law defines a married person as an adult.

“PIN” means personal identification number. For EBT, the PIN is a four-digit number that the cardholder enters into a point-of-sale device using the device’s keypad to access the household’s SNAP account.

“Primary cardholder” means the SNAP case name on the ABC system.

“Program” means the Supplemental Nutrition Assistance Program (SNAP) conducted under the Food and Nutrition Act and regulations.

“Project area” means the area designated by the state for program operations. In Iowa, the state as a whole has been designated as a single project area.

“Prospective budgeting” means that the assistance computation is based on an estimate of the income, expenses, and other circumstances that will exist in the certification period.

“Public assistance household” means a SNAP household in which at least one member is applying for or receiving assistance through the FIP or refugee cash assistance program.

“Seasonal farm worker” means a person who works on a farm or ranch on a seasonal basis when the work is generally within commuting distance of the person’s home.

“Secondary cardholder” means a household member authorized by the primary cardholder to receive an EBT card on the household’s SNAP account.

“Shelters for battered women and children” means public or private nonprofit residential facilities that serve battered women and their children. If a facility serves other people, a portion of the facility must be set aside on a long-term basis to serve only battered women and children.

Only shelters that function exclusively to serve battered women with or without children are included in this definition. Any residence that takes care of such women from time to time in addition to serving as a regular residence for others, such as a private home or boarding house, is not included unless a portion of the regular residence is reserved on a long-term basis to shelter battered women.

“Single parent” means a parent living with a child and not living with that child’s other legal or natural parent, or not living with a spouse.

“Sponsor” means a person who executed an affidavit of support or similar agreement on behalf of an alien as a condition of the alien’s entry or admission into the United States as a permanent resident.

“Sponsored alien” means those aliens lawfully admitted for permanent residence into the United States as described in [7-I, Specific Households and Participants](#).

“Spouse” refers to either of two persons who have a valid marriage. This includes common-law marriage, as defined by the case law of the Iowa Supreme Court. The necessary elements of a common law marriage are:

- Intent and agreement to be married,
- Continuous cohabitation, and
- Public declaration that parties are married.

“State Income and Eligibility Verification System (IEVS)” means a system of information acquisition and exchange for purposes of income and eligibility verification which meets the requirements of Section 1137 of the Social Security Act.

“Supplemental Security Income (SSI)” means monthly cash payments made under the authority of one of the following:

- Title XVI of the Social Security Act, to the aged, blind, or disabled, or
- Section 1616(a) of the Social Security Act, or
- Section 212(a) of Public Law 93-66.

“Systematic Alien Verification for Entitlements (SAVE)” means the U.S. Citizenship and Immigration Services program whereby state agencies may obtain information from a central data file to verify the validity of documents provided by aliens applying for benefits.

“Thrifty Food Plan” means the diet required to feed a family of four persons consisting of a man and a woman 20 through 50 years of age, a child aged 6 through 8, and a child aged 9 through 11, as determined by the Secretary of the U.S. Department of Agriculture. The cost of this diet is the basis for allotments for all households, regardless of their actual composition, after household-size adjustments taking into account economies of scale and other adjustments as required by law.

“Timely notice” means a notice is given at least ten calendar days before the date the action is effective. For a mailed notice, the ten-day period begins on the day after mailing.

“Trafficking” means buying, stealing, or selling of electronic benefit transfer (EBT) cards. This includes trading benefits for firearms, ammunition, explosives, controlled substances, or anything other than eligible food. Trafficking is an IPV.

“Tribal TANF payments” means assistance that Native American Tribes may provide in place of assistance from the Family Investment Program (FIP.) Treat a person who receives Tribal TANF payments the same as a FIP recipient for purposes of determining:

- Categorical eligibility, see [7-C, Categorically Eligible FIP and SSI Households](#)
- Exemptions from work registration, see [7-C, Exemptions From Work Registration](#)
- Countable resources, see [7-D, Whose Resources to Count](#)
- Student eligibility, see [7-I, Eligible Students](#)

“Underissuance” means less benefits were issued than the household was entitled to receive.

“Untimely application for recertification” means an application filed after the date specified on the *Review/Recertification Eligibility Document*.

“U.S. Citizenship and Immigration Services” or **“USCIS”** means the U.S. Citizenship and Immigration Services of the Department of Homeland Security.

“Wholesale food concern” means an establishment that sells eligible food to retail food stores or to meal services for resale to households.

Disabled Member

“Disabled member” means a household member who meets at least one of the following:

- Receives SSI benefits under Title XVI of the Social Security Act (SSA) or disability or blindness payment under Titles I, II, X, XIV or XVI of the SSA.
- Receives federal or state supplemental benefits under section 1616(a) of the SSA and eligibility for benefits is based on the disability or blindness criteria under Title XVI of the SSA.
- Receives federal or state supplemental benefits under section 212(a) of Public Law 93-66.
- Receives disability retirement benefits from a governmental agency because of a disability considered permanent under Section 221(i) of the SSA.
- Is a veteran who, under Title 38 of the United States Code, either:
 - Has a disability rated or paid as total by the Veterans Administration, or
 - Is considered by the Veterans Administration to be in need of regular aid and attendance or to be permanently housebound.
- Is a surviving spouse of a veteran who, under Title 38 of the U.S. Code, either:
 - Is considered by the Veterans Administration to be in need of regular aid and attendance or to be permanently housebound, or
 - Receives or has been approved for compensation for a service-connected death or a pension benefit for a nonservice-connected death, and has a disability considered permanent under Section 221(i) of the SSA.
- Is a surviving child of a veteran who, under Title 38 of the U.S. Code, either:
 - Is considered to be permanently incapable of self-support, or
 - Receives or has been approved for compensation for a service-connected death or a pension benefit for a nonservice-connected death, and has a disability considered permanent under Section 221(i) of the SSA.
- Receives an annuity payment under Section 2(a)(1)(iv) of the Railroad Retirement Act of 1974 and is determined eligible to receive Medicare by the Railroad Retirement Board, or receives an annuity payment under Section 2(a)(i)(v) of the Railroad Retirement Act of 1974 and is determined disabled based on criteria under Title XVI of the SSA.

- Receives interim assistance benefits pending the receipt of SSI, disability-related Medicaid, or state general assistance disability.

Responsibilities of the Department

The following sections explain administrative requirements for:

- [Eligibility and benefit adjustments due to changes in FIP or federal benefits](#)
- [Eligibility and benefit adjustments due to changes in federal standards](#)
- [Bilingual materials and interpreters](#)
- [The SNAP complaint system](#)
- [Confidentiality of SNAP records](#)
- [The effect of receiving SNAP on eligibility for other assistance](#)
- [Nondiscrimination in awarding benefits and the process for complaints about discrimination](#)
- [Personnel](#)
- [Records and reports on certification and benefit issuance](#)
- [Verification of SNAP benefits for the Work Opportunity Tax Credit program](#)

Adjustments Due to Changes in FIP or Federal Benefits

Legal reference: 7 CFR 273.12(e)(2), (3)

When the state makes an adjustment to public assistance:

- If the Department has at least 30 days advance knowledge of the amount of the adjustment, the Department must recompute SNAP benefits to be effective in the same month as the change in public assistance.
- If the Department does not have enough notice, the adjustment in SNAP benefits must be effective no later than the month after the change in public assistance.

Typically, these adjustments are done through a mass change to the ABC system, which automatically generates notices of decision to notify households of the change.

When there is a federal benefit payment overall adjustment, such as social security cost-of-living increases, the change must be implemented no later than the second allotment after the month the change occurs. See [14-B\(8\)](#), [COLA Processing](#), for more information.

If the household requests a hearing, benefits are continued at the former level only if the issue appealed is that the calculation is wrong.

Complaint System

Legal reference: 7 CFR Parts 271 and 272, 441 IAC 65.16(234)

Federal regulations require a formal procedure for participants, potential participants, or concerned persons who have or have had problems resolving their concerns in dealing with the agency and choose to file a written complaint. It is not meant to preclude participants who contact the Department on a local or state level with an immediate concern or participants who do not wish to file a written report.

Complaints handled by this system do not include those that can be handled through an appeal hearing or through discrimination procedures. This complaint system is to be used when people have had problems resolving their concerns in dealing with the Department and want to file a written complaint based on unsatisfactory results.

Clients who want to file a complaint about SNAP are encouraged to complete *SNAP Complaint* form 470-0323 or 470-0323(S). If a complainant is on the phone or in person and doesn't want to complete the form themselves, HHS staff should complete the form on behalf of the client.

All forms of complaint immediately go to that eligibility team's Income Maintenance Administrator (IMA) to review the complaint and determine if any process or procedure wasn't followed or if there are other issues with the case file or benefits. The IMA will log the complaint on the SNAP Complaint field log.

If the information received by the IMA indicates the complainant's civil rights may have been infringed, all documentation is immediately forwarded to Community Access and Eligibility, Division of Economic Assistance, Bureau of Support and Training.

Appealable issues are referred to the Appeals Section.

Clients can also ask that FNS handle a complaint. Any complaint will be handled by FNS upon household request unless the complainant wants a hearing. Persons or agencies who want to file a complaint or program information from FNS may contact the FNS Regional Office.

Nondiscrimination Compliance

Legal reference: 7 CFR 272.6(a)

In accordance with federal civil rights law and USDA civil rights regulations and policies, Department employees and offices cannot discriminate against any applicant or participant in any aspect of program administration on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.

All offices administering SNAP must prominently display the poster “...and Justice for All” provided by USDA.

The following sections give more information on:

- [Requirements for collecting data on households’ racial or ethnic category](#)
- [The process for filing a discrimination complaint](#)
- [Requirements for the content and handling of complaints](#)

Data Collection

Legal reference: **7 CFR 272.6(g)**

Obtain data on households by ethnicity and race.

The ethnicity categories are:

- Hispanic or Latino
- Not Hispanic or Latino

The race categories are:

- White
- Black or African American
- Asian
- American Indian or Alaskan Native
- Native Hawaiian or Other Pacific Islander

Advise applicants that:

- The information is voluntary and will not affect eligibility or benefit levels.
- The reason for the information is to ensure that program benefits are distributed without regard to race, color, or national origin.

Filing a Discrimination Complaint

Legal reference: **7 CFR 272.6(b)**

People who believe that they have been subject to discrimination may file a written complaint with:

- Iowa Department of Health and Human Services, 321 E. 12th St., Des Moines, IA 50319-1002.
- Food and Nutrition Service, USDA, 1320 Braddock Place, Room 334, Alexandria, VA 22314 or fax: (833) 256-1665 or (202) 690-7442 or email: FNScivilrightscomplaints@usda.gov.

If a person expresses an interest in filing a discrimination complaint, explain both the FNS and the Department nondiscrimination complaint systems. Advise the person within 10 days of the person’s right to file a complaint in either or both systems. Explain what information is necessary for investigation.

Discrimination Complaint Requirements

Legal reference: 7 CFR 272.6(c) and (d)

Make every effort to have the complainant provide all of the following information, to assist with investigations:

- Name, address, email address, and phone number or other means of contacting the person alleging discrimination.
- The location and name of the organization or office that is accused of discriminatory practices.
- The nature of the incident or action or the aspect of program administration that led the person to allege discrimination.
- The reason for the alleged discrimination (race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity).
- The names and titles (if appropriate) and addresses of persons who may have knowledge of the alleged discriminatory act.
- Dates on which alleged discriminatory actions occurred.

Accept complaints even if all the above information is not supplied. (However, investigations will not be conducted unless the first four items are provided.)

If a complainant makes allegations verbally and is unable or is reluctant to put the allegations in writing, document the complaint in writing.

All forms of complaint immediately go to that eligibility team's Income Maintenance Administrator (IMA) to determine if the complainant's civil rights may have been infringed. All documentation is immediately forwarded to Community Access and Eligibility, Division of Economic Assistance, Bureau of Support and Training. Appealable issues are referred to the Appeals Section.

A complaint must be filed no later than 180 days from the date of the alleged discrimination. However, the time for filing may be extended by the Secretary of Agriculture.

Complaints processed at the state level are reported to FNS. The report contains:

- As much information as is available to the state agency.
- The findings of the investigation.
- If appropriate, the corrective action planned or taken.

Confidentiality

Legal reference: 7 CFR 272.1(c); Iowa Code Section 217.30

Use or disclosure of information from applicant or participant households exclusively for SNAP is restricted to the following people:

- People directly connected with the administration or enforcement of:
 - SNAP,
 - Family Investment Program (FIP),
 - Medicaid, or
 - Any state program administered under a plan approved under the Social Security Act that is required to participate in the state Income and Eligibility Verification System (IEVS).

Release is limited to the extent that the information is useful in establishing or verifying eligibility or benefit amounts under those programs.

- People administering:
 - Social Security benefits,
 - Supplemental Security Income (SSI),
 - School Lunch,
 - Child Support,
 - Food Distribution Programs and
 - Any other federally aided means-tested program.

NOTE: State law limits release of information to purposes directly connected to the administration of Department programs and requires a written request and comparable standards of confidentiality.

- Employees of the Comptroller General's Office of the United States, for audit examination, upon written request.
- Any local, state, or federal law enforcement officials, upon written request, for the purpose of investigating an alleged violation of SNAP. The written request must include:
 - The identity and authority of the person requesting the information.
 - The violation being investigated.
 - The identity of the person on whom the information is requested.
- Any local, state, or federal law enforcement official who requests in writing information necessary in the investigation of a felony crime or a probation or parole violation. The information that can be provided is limited to the address, social security number, and any available photograph of:
 - A SNAP recipient who is fleeing to avoid prosecution, custody, or confinement for a felony crime or a violation of parole or probation, or
 - A member who has information about another household member who is under investigation for a felony crime or probation or parole violation.

If the law enforcement officer provides documentation that there is a warrant for the arrest of the member for a felony, or a parole or probation violation, see [7-1, Fleeing Felons and Parole and Probation Violators](#).

- Persons directly connected with the verification of immigration status of aliens applying for SNAP benefits, through the Systematic Alien Verification for Entitlements (SAVE) Program, to the extent the information is necessary to identify the individual for verification purposes.

Anyone authorized above to receive information must adequately protect the information against unauthorized disclosure.

A responsible member of the household, its currently authorized representative, or a person acting in its behalf, may request in writing to review the case file. Make materials available during regular business hours. Do not furnish information such as the names of persons who have given information about the household without the household's knowledge, or the nature or status of pending criminal prosecutions.

Keep information received through IEVS confidential. Release it only to:

- Persons about whom IEVS information is printed.
- The head of household.
- An authorized representative of the client who is acting on behalf of the client.
- Other state agencies administering programs participating in IEVS.
- The Department of Inspections, Appeals, and Licensing (DIAL).

Unauthorized disclosure of information received from the Social Security Administration or the Internal Revenue Service may be punishable by \$5,000 fine, five years imprisonment, or both.

Social Security Numbers

Legal reference: 7 CFR 273.6(f)

The Department is authorized to use social security numbers (SSN) in the administration of SNAP.

To the extent determined necessary by the Secretary of Agriculture and the Secretary of Health and Human Services, state agencies have access to information regarding individual SNAP applicants and participants who receive SSI. This information should be used to help:

- Determine a household's eligibility to receive assistance.
- Determine the amount of assistance.
- Verify information given by the household.
- Prevent duplicate participation.
- Facilitate mass changes in federal benefits.
- Determine the accuracy and reliability of information given by households.

Effect of Receipt of SNAP on Other Benefits

Legal reference: 7 CFR 272.1(a)

Receipt of SNAP benefits cannot be the basis used to decrease any assistance otherwise provided to an individual or individuals.

Personnel

Legal reference: 7 CFR 272.4(a)

Only qualified merit employees can conduct the required applicant household interviews. FIP certification personnel are used to meet the interview requirements for FIP households applying for SNAP.

Exceptions: Volunteers and other nonmerit employees can conduct certification interviews or certify applicants for USDA-declared disaster victims. Also, see [7-B, Joint Application Process for SSI Households](#).

Only authorized employees of the Department, and federal employees involved in the administration of the program are permitted access to issuance documents.

Hours of Operation

Legal reference: 7 CFR 272.4(f)

The Department is responsible for determining the hours that SNAP offices are open. Adjust them if needed to ensure that working participants can be adequately served.

Volunteers

Legal reference: 7 CFR 272.4(a)(2)

Counties are encouraged to use volunteers in activities such as prescreening, assisting applicants in the application and certification process, and securing needed verification. Volunteers are not permitted access to issuance documents.

Individuals and organizations that are parties to a strike or lockout, and their facilities, cannot be used in the certification process, except as a source of verification for information supplied by the applicant.

Records and Reports

Legal reference: 7 CFR 272.1(e), (f)

The SNAP office must keep records and submit reports and other information as required by FNS.

Certification records must be available for review or audit by FNS or by the Department for a period of three years from the month of origin of the record. **In addition:**

- All fiscal records and accountable documents must be held for three years from the date of closure.
- Documents which support the establishment of the claim, including calculations and supporting documentation, must be retained for three years after the claim is **paid off**.
- Case records relating to IPVs must be retained until you receive reliable information that the subject has died, or until advised by FNS that the record may be permanently removed from the disqualified recipient database.

Certification records must include:

- Applications for certification or subsequent certification.
- Required FNS or Department forms.
- Worksheets used in the computation of income for eligibility and the basis of issuance documentation, including verification techniques employed by the worker.
- Copies of notices of adverse action and other notices sent to the client and the client's responses.
- Documentation of actions related to the fair hearing process.
- Fiscal adjustment, including claims, refunds, and credits for lost benefits.
- Any other data that affects a household's eligibility or basis of issuance.

Issuance records are all records and reports that relate to cash and SNAP accountability, and must be retained until the Division of Compliance advises that the records can be destroyed.

Public Information

Legal reference: 7 CFR 272.1(d)

Federal regulations, federal procedures, corrective action plans, and the state plan of operation must be available upon request for examination by members of the public during office hours at the Central Office. Also, copies of the Employees' Manual must be available for examination upon request at each local office and the Central Office.

Program Informational Activities

Legal reference: 7 CFR 272.5(a), (b), 272.6(f), 273.2(c)(4), FNS Instructions I 13-1

“Program informational activities” are those activities that convey information about the program (including household rights and responsibilities) to applicant and participant households through publications, telephone hot lines, and face-to-face contacts. This includes information about eligibility, benefits and services, the location of offices, and hours of service.

All offices must display:

- The nondiscrimination poster “*And Justice for All*,” or a similar FNS-approved poster.
- Signs that explain application processing standards and the right to file an application on the day of initial contact.

All offices shall encourage program participants to participate in the Expanded Food and Nutrition Education Program (EFNEP). Offices should allow EFNEP personnel to distribute informational materials and speak with customers at the local office.

Work Opportunity Tax Credit

Legal reference: P.L.104-188, as amended by the Taxpayer Relief Act of 1997 (Public Law 105-34) under Section 51 of the Internal Revenue Code.

The Work Opportunity Tax Credit (WOTC) is designed to help people move from economic dependency to self-sufficiency by encouraging employers in the private sector to hire from targeted groups of job seekers with significant barriers to employment.

Iowa Workforce Development (IWD) administers WOTC. IWD verifies eligibility and issues certifications to employers. HHS shares eligibility and program participation information electronically with IWD. Refer all employer and recipient requests for WOTC eligibility verification to IWD.

The SNAP account does not close when the SNAP case closes. Cardholders can continue to use the account until benefits are exhausted. Once benefits are exhausted, the account remains open indefinitely on the EPPIC® system. Only HHS Central Office staff has the authority to close an account on EPPIC®.

Providing Access to the SNAP Account

Legal reference: 7 CFR 274.2

An Iowa EBT card is used to access the SNAP account. ABC entries to approve a new SNAP case will initiate the mailing of an Iowa EBT card to the primary cardholder authorized on the account. EPPIC® entries are required to issue replacement cards for the primary cardholder, or to issue any cards to secondary cardholders or authorized representatives. See policies in this chapter for when entries may or should be made directly to EPPIC® to establish a cardholder.

Each Iowa EBT card is issued to a specific individual and has its own unique PAN and is permanently connected to a SNAP case. The card cannot be connected to a new SNAP account. The PAN identifies who the cardholder is, and identifies which card made transactions on the food account.

A new Iowa EBT card is not issued for each monthly allotment of SNAP. All cards are valid until 2049 unless deactivated. If a cardholder still has the card, the card is still active, and the cardholder is reapproved for SNAP, the cardholder can access the assistance as soon as it becomes available.

Cardholders are discouraged from allowing others to use their Iowa EBT cards to buy food for the household. However, there is no penalty for doing so. SNAP used from an account cannot be replaced. EXCEPTION: See [7-H](#) for when a household can appeal a request for replacement.

Selling or trading an EBT card is an illegal activity. If there is an indication that a cardholder sold or traded the Iowa EBT card, see [Handling Complaints of Trafficking](#) in this chapter.

Mailing EBT Cards

The EBT contractor mails all Iowa EBT cards on an EBT account to the household's address as entered on ABC/EPPIC. Cards issued to secondary cardholders and authorized representatives are entered in EPPIC only. If the authorized representative does not live at the household's address, it is the responsibility of the primary cardholder, not the Department, to give the authorized representative the card.

EBT cards are mailed within one business day following the ABC batch process that authorizes the card. Cards are mailed on business days. Consider the batch process, mailing time, and weekends or holidays when determining system entry dates to ensure timely processing of a case.

A household may move or visit out of state and need a new card mailed to them. Cards may be mailed to an address anywhere in or out of the state, as the household desires.

Secondary Cardholders

A household may have more than one person who shops for groceries. A secondary cardholder is a member of the SNAP household authorized to receive an EBT card. The person can be an eligible or ineligible member.

Do not refuse requests for additional cardholders. However, the household should clearly understand that only a responsible person should be designated to receive an Iowa EBT card on the household's account.

See the policy [Authorized Representative](#) when a primary cardholder requests a person outside of the SNAP household as a cardholder on the household's account.

When a primary cardholder asks for additional EBT cards on the household's account, see the policy [Establishing a Secondary Cardholder or Authorized Representative](#). No card can be issued until the requirements of this policy are met.

Authorized Representative

Legal reference: **7 CFR 273.2(n)**

The household's primary cardholder may designate one or more authorized representatives to act on behalf of the household to:

- Apply for SNAP benefits, including applications for recertification.
- Receive an Iowa EBT card to use to buy food for the household.

The household may designate a separate authorized representative for each of these activities or may designate a single authorized representative for all activities.

When a household asks for an authorized representative on the application form, ask if the household wants the authorized representative to receive an EBT card. If a household wants an authorized representative to receive an Iowa EBT card to use on the household's account, the primary cardholder must make the request in writing. See [Establishing a Secondary Cardholder or Authorized Representative](#).

When a household wants an authorized representative only to handle the household's business with HHS, inform the household that it is liable for any overissuance that results from wrong information given by the authorized representative. Do not issue an EBT card when the authorized representative's responsibilities are limited to handling business for the household with HHS.

The Department is required to assist households in obtaining an authorized representative to purchase the household's food when the household needs one but does not know someone to act in that capacity.

Always document the name of the authorized representative in the case record.

- If the household is not legally required to, but wants the financial caretaker as an authorized representative, the primary cardholder must ask in writing. See [Establishing a Secondary Cardholder or Authorized Representative](#).

Emergency Authorized Representative

When an emergency prevents all of the cardholders on an EBT account from shopping for the household, an emergency authorized representative may need to be established; see instructions in [14-J](#) for adding a secondary cardholder.

It is not necessary for the household to complete the process under [Establishing a Secondary Cardholder or Authorized Representative](#) in an emergency. The primary cardholder can name the emergency authorized representative in writing or verbally.

If the emergency is such that the primary cardholder cannot designate an emergency authorized representative, someone else in the household may do so. If you designate an emergency FIP payee, also designate that person as the emergency authorized representative for SNAP.

If the primary cardholder who is the only adult in the home dies, an emergency cardholder may use the benefits for the remaining household members. See [7-G, Treatment of Remaining Household Members When Acting on Prisoner or Death Matches](#) for how to act on these cases.

Establishing a Secondary Cardholder or Authorized Representative

This policy does not apply to:

- Emergency authorized representatives.
- Households living in a facility.

If a household asks on the SNAP application (or in some other way) for an authorized representative to buy food for the household, tell the person who is interviewed that:

- The authorized cardholder will have complete access to all of the SNAP benefits in the household's account.
- The Department will not replace benefits used by the authorized cardholder.
- The primary cardholder must ask in writing by fully completing form 470-3983, *Adding an EBT Cardholder*. The form must be:
 - Signed by both the primary cardholder and the secondary cardholder or authorized representative, and
 - Returned to the HHS local office.

Upon receipt of the completed form, issue an Iowa EBT card to the authorized cardholder.

Replacing Secondary Cardholders or Authorized Representatives

A primary cardholder can change authorized representatives or secondary cardholders at any time. Do not issue a card to the newly requested cardholder until the requirements under [Establishing a Secondary Cardholder or Authorized Representative](#) have been met.

If the primary cardholder wants the original cardholder to stay in place until the new cardholder is established, deactivate the original cardholder's Iowa EBT card when you put the new cardholder in place.

Authorized Representative's Request to Terminate

An authorized representative has the right to end the person's agreement to represent a household at any time. The authorized representative can deactivate the representative's own card by calling the EBT customer service number or by calling HHS.

If the authorized representative asks HHS to be removed as a cardholder, deactivate the person's card through EPPIC® entries.

If the household is not aware of the authorized representative's decision to stop representing the household, send a note to the household to ask if the household wants to designate a new authorized representative. Send the household a new form 470-3983, *Adding an EBT Cardholder*, in case the household needs a new authorized representative.

Disqualifying an Authorized Representative

Legal reference: 7 CFR 273.2(n)(4)(i)(C)

Disqualify an authorized representative who knowingly gives false information or improperly uses SNAP for up to one year. (This provision does not apply to facility authorized representatives.)

At least 30 days before the disqualification begins, send a written notice to the affected household and to the authorized representative. Include in the notice:

- The proposed action.
- The reason for the proposed action.

The household's right to request a hearing.

Replacement EBT Cards

There is no charge to the cardholder for replacement Iowa EBT cards and no limit on the number of replacements a cardholder can have. A cardholder can request a replacement card from the EBT customer service or from HHS. Do not refuse requests for a replacement card. If a cardholder requests a replacement, do not refer the cardholder to the EBT customer service to request the replacement card.

EBT customer service uses the information displayed on the EPPIC® system to verify a cardholder's identity. If a cardholder gives customer service information different than the information on EPPIC®, customer service will not replace the card. Example:

1. Household A has recently moved to another county. The cardholder gives customer service the new address when requesting a replacement card. HHS has not yet received or updated the address, so the information given by the cardholder and EPPIC® do not match. Customer service deactivates the lost or stolen card and refers the cardholder to HHS to get a replacement card.
2. Same as example 1, except that the household moves to Illinois. The response is the same. There is no prohibition against mailing EBT cards out of state.

If the SNAP case is open, update the information in ABC to reflect household changes. Issue a replacement card through EPPIC® entries.

ABC cannot be used to update information on EPPIC® when the SNAP case is closed. If the case is closed, update the information on ABC as appropriate. At the same time, update the information directly in EPPIC®. Issue the replacement card through EPPIC® entries.

Returned EBT Cards

Envelopes used to mail the EBT cards are printed with the return address of the EBT Contractor. Cards that are undeliverable will be returned to the EBT contractor and destroyed. The EBT contractor is responsible for handling the disposition of EBT cards returned to the EBT contractor. The HHS Central Office is responsible for handling the disposition of EBT cards returned to Central Office.

EBT Cards Returned to the Local Office

If someone other than law enforcement returns an Iowa EBT card, accept the card. See [Law Enforcement Returns a Card or Inquires About a Cardholder](#) if a law enforcement officer returns a card.

It is not necessary to write a receipt when an EBT card is received in a local office. Check the status of the card on EPPIC®. If the card is still active, cancel and destroy it.

Law Enforcement Returns a Card or Inquires About a Cardholder

Legal reference: 7 CFR 272.1(c)(1)(vi);(vii)

Law enforcement may come into possession of an EBT card in various ways. An EBT card could be found at or near the scene of a crime. Another person's EBT card could be in the possession of a person detained by law enforcement or found on a crime victim.

Law enforcement may request information about the cardholder or request the name of the cardholder. You cannot provide law enforcement with the name of a cardholder.

See [Confidentiality](#) for details about what information HHS can share with law enforcement. If a request from law enforcement exceeds the limits set under [Confidentiality](#), refer the officer to submit their request to the Investigations Division of the Department of Inspections, Appeals, & Licensing (DIAL) at investigations@dia.iowa.gov.

If a law enforcement officer surrenders an Iowa EBT card to HHS, accept the card. Do not destroy the card.

If the card was returned as found, and it is not connected to a criminal investigation, follow the procedures under [EBT Cards Returned to the Local Office](#).

If law enforcement indicates that the card is connected to a criminal investigation, immediately place the surrendered card in an envelope addressed to EFCB Bureau Chief, DIAL Investigations Division, 6200 Park Ave, Suite 100, Des Moines, IA 50321-1371.

Include a note with the card stating that law enforcement returned the card, when the card was returned, who returned it and any other pertinent information that may be of assistance to DIAL should law enforcement contact them for information about the cardholder. Immediately place the sealed envelope in the outgoing mail.

Reapplications for SNAP

If a household reapplies and you use the household's original ABC case number to act on the application, check to see if the same person is the household's grocery shopper. If so, and the person still has an active Iowa EBT card, do not issue another card. Issuing a new card will deactivate the card the person still has.

If the cardholder does not know if the card is active, check the card's status in the EPPIC® system. If the card is active, the cardholder can access the SNAP the morning after the ABC batch is passed to EPPIC® or when the benefits become available if held for later release.

If the same secondary cardholder or authorized representative still has an active card, do not issue another card. A new *Adding an EBT Cardholder*, form 470-3983, is not needed. Have the primary cardholder initial and date the original form to authorize leaving the second cardholder in place.

Deactivating an Iowa EBT Card

A cardholder can deactivate the cardholder's own card using EBT customer service or can ask HHS to deactivate the card.

Immediately act on all requests from a cardholder to deactivate a lost, stolen, or damaged Iowa EBT card. Also, immediately act on a primary cardholder's request to deactivate a secondary cardholder's or authorized representative's card. The request to deactivate a card does not need to be in writing.

Use EPPIC® to deactivate the card and issue a replacement if appropriate for the situation.

Never delay deactivating a card that is missing. The Department is liable for loss of SNAP from the time of the report of the missing card until it is deactivated. Do not refer someone back to the EBT customer service if the person calls HHS first to report a missing card. Deactivate the card through EPPIC® entries. Advise the person to call the EBT customer service right away the next time it happens.

If a cardholder leaves a voice mail message requesting the deactivation of a card, immediately upon retrieval of the voice mail, check EPPIC® to see if the card is still active. Do not assume that because the caller did not reach a person to ask for the deactivation that the caller took action to deactivate the card through EBT customer service. Deactivate the card through EPPIC® entries and issue a new one if appropriate.

Document the request for deactivation of the card, including the date of the request and the date and time the request was acted on.

EPPIC® tracks the date and time that cards are deactivated. Benefits accessed before the request to deactivate a card cannot be replaced. However, if a request is not timely acted on, benefits used by the secondary cardholder or authorized representative or a person who has unauthorized possession of a card during the delay may have to be replaced at the Department's expense. See [7-H, Request for Replacement of SNAP](#).

An Iowa EBT card that is deactivated cannot be reactivated. If a cardholder finds a card that was reported as lost or stolen, it will not work.

Changes in Household Composition

Changes in a household's circumstances may affect who should continue to have access to the household's SNAP account. Changes in who should be a cardholder on a SNAP account need to be addressed on a case-by-case basis.

Follow normal policy when determining who is removed from the case and who will retain the case. If some members will retain the case for another program's benefits, those members should also retain the SNAP case. It also may be necessary to close the existing SNAP case and open new cases for newly created households.

- Public or private nonprofit shelters that serve the homeless
- Roadside vendors
- Route sales
- Shelters for battered women and children
- Specialty stores such as pizza stores that prepare food to bake at home
- Stores that have food departments

Retailers Wanting to Accept EBT

Legal reference: **7 CFR 274.3**

If a retail food store or other food vendor or provider asks about becoming authorized to accept SNAP, direct the establishment to the USDA website.

Penalties for Misusing SNAP

Legal reference: 7 CFR 271.5(a), (b) and (c); Sections 15(b) and (c) of the Food and Nutrition Act

Pursuant to Section 15(d) of the Food and Nutrition Act, the value of benefits provided through SNAP are an obligation of the United States within the meaning of 18 United States Code (USC) 8. The provisions of Title 18 of the United States Code, “Crimes and Criminal Procedure,” relative to counterfeiting, misuse and alteration of obligation of the United States are applicable to EBT.

Per federal law, any unauthorized issuance, redemption, use, transfer, acquisition, alteration, possession, or presentation of coupons or authorizations to purchase food may subject any individual, partnership, corporation, or other legal entity to prosecution under Sections 15(b) and (c) of the Food and Nutrition Act or under any other applicable federal, state, or local law, regulation or ordinance.

People found guilty of an offense may be subject to fines and/or imprisonment. In addition to fines and imprisonment, the court may suspend any persons convicted of a felony or misdemeanor violation under either section from participation in SNAP for an additional period of up to 18 months.

Handling Complaints of Trafficking

Under federal law, trafficking is the buying, stealing, or selling of EBT cards. This includes trading benefits for firearms, ammunition, explosives, controlled substances, or anything other than eligible food.

If you receive a complaint regarding selling, buying, or trading of EBT cards, refer the complaint to DIAL using form [470-5130, DHS Investigative Referral to DIA](#).

- The facility acting as authorized representative is liable for any misrepresentation or fraud which it knowingly commits in the certification of participants it is representing. Therefore, the facility must be knowledgeable about household circumstances and should review those circumstances with the participants before applying for benefits on the participants' behalf. The facility is responsible for:
 - Reporting required changes in participants' circumstances,
 - All losses or misuse of benefits held on behalf of participants, and
 - All over-issuances which occur while the participant is a resident of the facility.

Staff should report incidents of suspected misuse or misappropriation of benefits to Central Office staff for follow up with USDA. If the facility is disqualified by USDA as a retailer, or loses its license or certification, it may not serve as an authorized representative.

Residents Leaving DAAs

DAAs that have the household's EBT card must provide departing residents with their EBT card. If the resident leaves the center prior to the 16th of the month, the center must ensure that the household has at least one half of its monthly allotment available in the account.

If the household leaves without notifying the facility, the facility must send the household's EBT card to HHS FFWS/EBT 321 E. 12th St., Des Moines, IA 50319-1002

By the 5th of each month these treatment centers are required to email a list to the Economic Assistance Unit of:

- Current residents and
- Residents who left the center in the past month.

These changes are sent to local offices for appropriate follow-up with the household regarding changes to their situation such as address, shelter and utility expenses, and household composition.

Facility Responsibilities and Authorized Representatives

It is the responsibility of the facility to:

- Appoint employees to act as authorized representatives for residents.
- Monitor facility employees to ensure that no resident's SNAP is misused.

When a resident must have a facility employee to act as the resident's authorized representative, or chooses to use the facility authorized representative, the facility authorized representative must:

- Complete and sign the SNAP application.
- Report to HHS any changes in certified residents' circumstances according to the residents' reporting requirements.
- Report the loss of an EBT card immediately.
- Report any overissuance or misuse by facility employees of a resident's SNAP within ten days of occurrence.

The authorized representative or designated employee can use a resident's SNAP only for:

- Buying food for the resident.
- Buying delivered meals for the resident.
- Buying food to be served to the resident.

Use of SNAP

Group living arrangements are responsible for monitoring facility employees' actions in handling residents' SNAP when a facility employee is the residents' authorized representative.

When the facility employee is chosen by the resident or is required to be the resident's authorized representative:

- The facility can allow the residents to have and use their own EBT cards. The facility staff can assist residents in using their own cards. This option may be preferable for facilities that take residents on outings and help them shop for items of their choosing.
- The facility authorized representative can designate the resident's counselors, caretakers, or attendants to use the resident's own card and PIN for the resident. This option may be preferable for facilities that have residents who occasionally can go shopping or can demonstrate food likes and dislikes.
- The authorized representative can choose to receive a card on a resident's EBT account. With this option, do not also issue EBT cards to the residents in this situation unless the authorized representative requests it.

This option may be preferable for facility residents who are not able to go on facility-initiated shopping trips or can't indicate food preferences so staff can shop for special items for them.

Resident Moves Out

When **any** resident receiving SNAP moves out of the facility, the facility authorized representative must:

- Notify HHS immediately; and
- Make the recipient aware of the reporting requirements for the program.

When a facility-designated authorized representative has their own EBT card to purchase food to be served to the resident, the authorized representative must return that EBT card to the local HHS office within three working days of the date the resident left.

Residents are entitled to the following amount of SNAP when they leave the facility:

- When a resident leaves before the 16th of the month, the resident is entitled to:
 - At least one-half of the allotment issued for that month, or
 - All of the unspent SNAP if less than half has been spent.
- When a resident's allotment was issued as a combined allotment, and the resident leaves before the start of the second month, the resident is entitled to all of the second month's SNAP. Examples:

1. Resident A receives \$141 for April's allotment. Resident A moves out of the facility on April 14. Resident A's EBT account must have at least \$70.50 left on the day of departure.
2. Resident B receives a combined allotment of \$70 for March and \$141 for April. Resident B moves out of the facility on April 12. Resident B's EBT account must have at least \$70.50, one-half of the April assistance ($\$141 \div 2 = \70.50), left on the day of departure.
3. Resident C receives a combined allotment of \$70 for March and \$141 for April. Resident C moves out of the facility on March 29. Resident C's EBT account must have at least \$141 (the entire amount of the April allotment) left on the day of departure. Also, any portion of the March allotment that was not accessed before the resident's departure must remain in the account.

Management Evaluation

Legal reference: 7 CFR 275.2 and 275.5

Management evaluation (ME) reviews are conducted to measure compliance with state manual policy, the SNAP state plan of operation, and any other USDA approved SNAP plans. The Quality Improvement & Assurance Bureau completes the ME reviews.

The objectives of management evaluation as identified in regulations are to provide:

- A systematic method of monitoring and assessing program operations by service area.
- A basis for service areas to improve and strengthen program operations by identifying and correcting deficiencies.
- A continuing flow of information between the service areas, Central Office, and FNS, necessary to develop the solutions to problems in program policy and procedures.

Federal regulations require that state agencies conduct reviews in a manner that will best measure project areas' compliance with each program requirement. Review procedures must be adequate to identify problems and the causes of those problems. Because the operational structure of each service area may differ, the procedure used to review these areas may also differ.

Local Office Responsibilities Relating to Management Evaluation

Legal reference: 7 CFR 275.5

The local office shall:

- Respond to data and case sampling requests.
- Make required adjustments, if any, to individual cases under corrective action.
- Submit a corrective action plan through the Income Maintenance Administrator in response to the management evaluation report and recommendations. The corrective action plan will:
 - Describe corrective actions already taken and corrective actions planned for deficiencies cited in the management evaluation report.
 - Give time frames for any actions still to be implemented.

Management evaluation staff then reviews the response and requests further information or action when appropriate.