	Agency Name	Office of Family Support (OFS)
	Chapter No./Name	04 – Family Assistance Manual (FAM)
	Part No./Name	C. Case Processing (SNAP)
	Section No./Name	C-1300- Cooperation (SNAP)
	Document No./Name	C-1310-SNAP Cooperation Requirements
	Effective Date	October 6, 2014

I. STATEMENT OF POLICY

THE CLIENT MUST COOPERATE IN THE PROCESS OF DETERMINING ELIGIBILITY BY COMPLETING AN APPLICATION, BEING INTERVIEWED if required, AND PROVIDING REQUIRED INFORMATION.

*** DO NOT ASK THE CLIENT TO PROVIDE INFORMATION WHICH IS CLEARLY IMPOSSIBLE TO SECURE, SUCH AS CHECK STUBS FOR A CLIENT WHO IS PAID IN CASH OR THE ADDRESS OF A PERSON THE CLIENT CANNOT LOCATE.**

IF THE WORKER HAS FULFILLED HIS RESPONSIBILITIES, BUT THE CLIENT FAILS TO PROVIDE INFORMATION HE AGREED TO PROVIDE WHICH IS NECESSARY TO COMPLETE THE ELIGIBILITY DETERMINATION PROCESS, TAKE ACTION TO DENY THE APPLICATION OR CLOSE THE CASE USING ADVERSE ACTION PROCEDURE. **

C-1311-SNAP - PO APPLICATIONS

TIMELY SCHEDULE AN APPLICATION APPOINTMENT.

C-1312-SNAP - PO REDETERMINATIONS

IF THE HOUSEHOLD FAILS TO SUBMIT A TIMELY REAPPLICATION, CLOSE THE CASE ON THE DAY AFTER THE TIMELY REAPPLICATION DUE DATE.

C-1313-SNAP - PO OTHER ELIGIBILITY REVIEWS


THE HOUSEHOLD MUST COOPERATE IN ANY SUBSEQUENT REVIEW OF ITS ELIGIBILITY, INCLUDING REVIEWS GENERATED BY:

- REPORTED CHANGES, or
- as part of a Quality Control (QC) or Federal Quality Control (QC) review.

Clients who fail to cooperate with QC will be referred to the local office to gain their help to get such cooperation. Failure to cooperate does not result in case closure.

If QC indicates that the household refused to cooperate and the case is closed for refusal to cooperate with QC, the household may reapply but will not be determined eligible until it cooperates with the QC reviewer.

If a household reapplies after 125 days from the end of the Federal Fiscal Year, the household will not be ineligible because of its prior refusal to cooperate with State QC, but must provide verification of all eligibility requirements before certification.

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If a household reapplies after 9 months from the end of the Federal Fiscal Year, the household will not be ineligible because of its prior refusal to cooperate with Federal QC, but must provide verification of all eligibility requirements before certification.

II. PROCEDURES

THE WORKER MUST:


- INFORM THE HOUSEHOLD IN WRITING OF WHAT THE CLIENT MUST DO OR WHAT INFORMATION IS NEEDED,
- ALLOW AT LEAST 10 DAYS FOR THE CLIENT TO PROVIDE THE INFORMATION OR VERIFICATION OR TO ADVISE THE WORKER THAT HE IS UNABLE TO SECURE THE REQUESTED INFORMATION. IF THE 10TH DAY FALLS ON A WEEKEND OR HOLIDAY, THE DUE DATE BECOMES THE FOLLOWING WORKDAY.

AT CERTIFICATION OR REDETERMINATION, WHEN THERE ARE LESS THAN 10 DAYS LEFT IN THE PROCESSING PERIOD, THE APPLICATION/REDETERMINATION MUST NOT BE DENIED ON OR BEFORE THE 30TH DAY FOR FAILURE TO PROVIDE VERIFICATION BUT MUST REMAIN IN PENDING/SUSPENDED STATUS. THE APPLICATION/REDETERMINATION MUST NOT BE DENIED/CLOSED FOR FAILURE TO PROVIDE VERIFICATION PRIOR TO THE DUE DATE.

- IF PARTIAL VERIFICATION IS PROVIDED, A SECOND REQUEST IS NOT NECESSARY.
- OFFER ASSISTANCE TO THE CLIENT TO OBTAIN THE NEEDED INFORMATION OR TO IDENTIFY AND SECURE ALTERNATE INFORMATION WHEN THE INFORMATION ORIGINALLY REQUESTED CANNOT BE OBTAINED.

C-1311-SNAP - PR APPLICATIONS

IF THE APPLICANT FAILS TO KEEP HIS SCHEDULED APPLICATION APPOINTMENT, ENTER THE REJECTION CODE FOR FAILURE TO KEEP AN APPOINTMENT USING DISPOSITION REASON 07 AND REJECTION CODE 04 AND DISPOSITION THE CASE ON THE DAY OF THE MISSED INTERVIEW APPOINTMENT. THE NOTICE SUPPRESSION FIELD MUST NOT BE COMPLETED. AN AUTOMATED NOTICE OF MISSED INTERVIEW WILL BE SENT TO THE APPLICANT THE FOLLOWING WORKDAY TO NOTIFY THE APPLICANT THAT THEIR SCHEDULED INTERVIEW APPOINTMENT WAS MISSED AND IT IS THEIR RESPONSIBILITY TO CONTACT THE AGENCY TO SCHEDULE ANOTHER APPOINTMENT TO BE INTERVIEWED. *** IF THE APPLICANT CONTACTS THE AGENCY DURING THE 30 DAY APPLICATION PERIOD, A SECOND INTERVIEW MUST BE SCHEDULED USING AN [OFS 18C](#). THIS INCLUDES A REQUEST THROUGH THE CUSTOMER SERVICE CENTER ON THE 30TH DAY AFTER THE PARISH OFFICE IS CLOSED. **** IF NO FURTHER ACTION IS TAKEN, LAMI WILL AUTOMATICALLY REJECT THE CASE ON THE 30th DAY FOLLOWING THE APPLICATION DATE

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(OR THE FOLLOWING WORKDAY IF THE 30th DAY FALLS ON A WEEKEND OR HOLIDAY) AND CHANGE THE CASE STATUS TO CLOSED.

IF THE APPLICANT FAILS TO RESPOND TO THE REQUEST FOR THE INFORMATION OR VERIFICATION BY THE DUE DATE NOTED ON THE FORM [OFS 18C](#) *** AND DOES NOT REQUEST ADDITIONAL TIME IN WHICH TO FURNISH THE INFORMATION, DENY THE APPLICATION ON THE DAY FOLLOWING THE DUE DATE FOR RECEIPT OF THE INFORMATION.

IF THE CLIENT MISSES THE SCHEDULED APPOINTMENT, OR IF THE APPLICANT FAILS TO PROVIDE ALL INFORMATION NEEDED TO COMPLETE THE APPLICATION BY THE 30th DAY FROM THE ORIGINAL DATE, THE CLIENT MAY REAPPLY WITHIN 30 DAYS AFTER THE DATE OF DENIAL WITHOUT COMPLETING ANOTHER APPLICATION. SEE [C-630-SNAP](#), SECTION [C-638-SNAP](#), FOR FURTHER INFORMATION ON REUSE OF THE APPLICATION.

C-1312-SNAP - PR REDETERMINATIONS

CLOSE THE CASE ON THE LAST WORKDAY OF THE LAST MONTH OF CERTIFICATION IF:

- THE CLIENT FAILS TO KEEP A REDETERMINATION APPOINTMENT WITHOUT GOOD CAUSE AFTER SUBMITTING A TIMELY REAPPLICATION, OR
- THE CLIENT FAILS TO PROVIDE REQUIRED VERIFICATION.


C-1313-SNAP - PR OTHER ELIGIBILITY REVIEWS

When the local office receives notice from QC that the household refused to cooperate the local office will send a 13-day advance notice of closure informing the client their case will be closed after expiration of the 13 day notice unless they cooperate with QC. If during the 13-day advance notice period the client indicates willingness to cooperate, contact the QC reviewer immediately. If the 13th day falls on a weekend or holiday, treat the following workday as the 13th day.

If a notice of non-cooperation is received from QC but the SNAP case has been closed for another reason, the worker must still enter the QC sanction on the individual member's Sanction Screen on LAMI. Eligibility cannot be re-established until the member cooperates with the QC reviewer.

III. FORMS AND INSTRUCTIONS

[OFS 018C Form/Instructions Client Contact Letter](#)

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IV. REFERENCES

[7CFR 273.2\(d\)\(2\)](#)

[LAC 67:III Chapter 19](#)