

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	4 – Economic Stability (ES)
	Part No./Name	B – Eligibility Factors
	Section No./Name	B-1400-FITAP-SNAP-STEP SNAP Work Requirements
	Document No./Name	B-1430-SNAP Work Registration Procedures
	Effective Date	January 1, 2024

I. STATEMENT OF POLICY

A * determination must be made if a household includes a Mandatory Work Registrant (MWR) at application and at redetermination. The household must be contacted to provide an oral explanation of the MWRs SNAP work registration requirements. A MWR is required to register for work before the SNAP case is certified at application and at redetermination.

Registering for work means the MWR must register for work with the Louisiana Workforce Commission (LWC) by having an active Helping Individuals Reach Employment (HiRE) account.

When a member of the household is a MWR, inform the head of household of the member's rights, responsibilities, and the consequences of failure to comply.

The following actions must be taken at every application and redetermination when the household contains a MWR:

- Advise the applicant/recipient during the interview of the SNAP work registration requirements and the consequences of a MWR failing to comply with the work registration requirements.
 - The SNAP Interviewing Guide, SNAP 8, must be used to ensure all work registration requirements and consequences are explained to the household.
 - Clicking on the 'MWR Work Requirements' link on the 'Non-Financial – Questions' screen navigates the worker to the DCFS intranet and the oral explanation that must be provided to the household regarding the SNAP work registration requirements. **
- Advise the applicant/recipient during the interview that registering for work with LWC must be completed to be eligible for SNAP. The work registration may be completed online at www.louisianaworks.net or at the local LWC Business and Career Solutions Center. Addresses can be found at www.laworks.net/ServiceLocator.asp. The LWC link is also available on the kiosk in each ES office. When registering for work with LWC, the MWR must click on the 'Register for your HiRE account' link and complete the registration process.
- Advise the applicant that if the household is eligible for expedited service and the applicant is a MWR, he must register for work with LWC by creating a HiRE account by 3:00 pm on the 7th day. Work registration for MWRs other than the applicant may be postponed. A household that is screened for expedited service and the applicant is a MWR who failed to register for work by 3:00 pm on the 7th day is not eligible for expedited service.
- Provide a Client Contact Letter ([OFS 18C](#)) and a Work Registration Requirement with Louisiana Workforce Commission (LWC) [SNAP 4RW](#) flyer to households, which contain a MWR who does not have an active HiRE account, including households that are eligible for expedited service,

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advising of the requirement to register for work with LWC. At redetermination, a SNAP 4RW must be provided to each MWR.

The SNAP 4RW provides the MWR with information about registering for work. The deadline to register for work must be entered on the flyer.

The deadline to register for work is:

- 3:00 pm on the 30th day from the application date for applications,
- 3:00 pm on the last workday of the redetermination month.

A MWR must always be allowed at least 10 days to register for work with LWC from the date the household is notified of the requirement.

- Ensure that the MWR receives a * SNAP Work Requirements (SNAP 4WR) to inform the household of the MWR’s rights and responsibilities. This is an automated notice that will be mailed upon authorization of a certification/recertification in LITE.

B-1431-SNAP - PO CHANGES IN STATUS

When an individual reports a change which affects work registration status, the worker will enter the change in LITE and run eligibility on the case. LITE will update the work registration **status** when the case is authorized. Document changes as a case note.

B-1432-SNAP - PO LOUISIANA WORKFORCE COMMISSION – HELPING INDIVIDUALS REACH EMPLOYMENT (HIRE) ACCOUNT

Each MWR must have an active work registration in HiRE before the SNAP case is certified at application and at redetermination.

B-1433-SNAP - PO WORKER RESPONSIBILITY

The worker is responsible for contacting the household and providing an oral explanation of the SNAP work registration requirements at application and at redetermination. ** The worker’s responsibilities are outlined in B-1433-SNAP-PR.

B-1434-SNAP - PO FAILURE TO REGISTER FOR WORK WITH LWC

Failure to register for work with LWC at application, will result in the exclusion of the household member who failed to register for work.

Failure to register for work with LWC at redetermination, without good cause, will result in a SNAP work registration “Non-Compliance Violation Type’ - SNAP E&T (E&T)” sanction.

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II. PROCEDURES

B-1431-SNAP - PR CHANGES IN STATUS

If an individual reports a change which affects work registration status and all verification is provided, take action within 10 days by entering the change in LITE and running eligibility on the case. LITE will update the work registration code when the case is authorized.

If an individual becomes a MWR * or a new member is identified as a MWR, the worker must contact the household to provide an oral explanation of the MWR's SNAP work registration requirements and the consequences of a MWR failing to comply with the work registration requirements. The oral explanation can be accessed by clicking on the 'MWR Work Requirements' link on the Non-Financial – Questions screen in LITE. The worker will be navigated to the DCFS intranet.

- Complete the MWR discussion by reading the oral explanation and answering 'Yes' to the question, "Did you discuss the MWR requirements with the household?".
 - If the MWR discussion is not completed, select 'No'. If 'No' is selected to the question, a missing information warning will display on the 'Missing Information' page. The missing information warning is generated by LITE when eligibility is run and will not allow the case to be authorized until the missing information is cleared.
- Document successful and unsuccessful attempts to provide an oral explanation of the SNAP work registration requirements. Only one successful attempt to contact the household is required.
- Provide a Work Registration Requirement with Louisiana Workforce Commission (LWC), [SNAP 4RW](#).

A SNAP Work Requirements ([SNAP 4WR](#)) must be sent if a household member becomes a MWR. If the work registration status ** is updated and the case is authorized, an automated *** SNAP 4WR will be sent in LITE.

B-1432-SNAP - PR LOUISIANA WORKFORCE COMMISSION – HELPING INDIVIDUALS REACH EMPLOYMENT (HIRE) ACCOUNT

In LITE, an automated interface is run to check the work registration of all MWRs in HiRE. The results are displayed in the Clearance Summary.

Staff must review the Clearance Summary to determine if the MWR is registered for work with LWC. If the HiRE account information is not displayed in the Clearance Summary, staff must use the On Demand LWC button to run the query.

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B-1433-SNAP - PR WORKER RESPONSIBILITY * AT APPLICATION AND REDETERMINATION

The worker must determine if the household includes a MWR at application and at redetermination. The worker must run eligibility before ending the interview and review the 'Filing Unit Summary Chart' on the LITE 'SNAP-Filing Unit Summary' screen to identify which household member is a MWR so that the worker can discuss the SNAP work registration requirements.

If the household includes a MWR, the worker must:

- Discuss the SNAP work registration requirements, which includes how to register for a Helping Individuals Reach Employment (HiRE) account.
- Determine if the MWR is an ABAWD.
- Determine if the ABAWD is subject to the SNAP time limit.

If there is an MWR in the household, contact with the household must be made to provide an oral explanation of the MWR's SNAP work registration requirements.

- Navigate to the 'Non-Financial – Questions' screen and answer 'Yes' to the question, "Did you discuss the MWR requirements with the household?"
- Complete the MWR discussion by reading the oral explanation and answering 'Yes' to the question, "Did you discuss the MWR requirements with the household?".
 - If 'No' is selected to the question, a missing information warning will display on the 'Missing Information' page. The missing information warning is generated by LITE when eligibility is run and will not allow the case to be authorized until the missing information is cleared.
 - To clear the missing information, click the 'MWR Discussion Required' link. LITE will redirect to the 'Non-Financial Questions' to update the answer. Staff must complete the MWR discussion, select 'Yes' to the question, run eligibility, and authorize the case.
- Document the case record. **

B-1433-1-SNAP - PR At Application

If all other mandatory verifications (i.e. identity verification, wage verification) are received (regular and expedited applications), except for registering for work with LWC, check Clearance Summary for compliance to determine if each MWR registered for work by having an active HiRE account. If all MWRs have registered for work, process the application.

If the household is eligible for expedited service and the applicant is a MWR and failed to register for work with LWC by 3:00 pm on the 7th day, the household loses entitlement to expedited service.

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If the household reports an exemption for not registering for work with LWC, which is questionable, send an [OFS 18C](#) to request verification of the questionable information and allow 10 days for the household to provide the requested verification. The reason the information is questionable must be thoroughly documented.

A HiRE Task will be created in LITE for the MWR allowing 10 days to register for work with LWC. Check the Clearance Summary by completing an on-demand search on the 7th day for expedited service and on the 10th day but no later than the 30th day following the application date for other applications to determine if the MWR has registered. If the 7th or 30th day falls on a weekend or holiday, treat the next workday as the 7th or 30th day. If the applicant is a MWR and did not register for work by 3:00 pm on the 7th day for an expedited case, change the expedited SNAP case to a regular SNAP case. If the MWR did not register for work by 3:00 pm on the 30th day, exclude the household member from the SNAP case and follow procedures listed in B-1434-SNAP-PR. Certify the SNAP case with the remaining household members if all other eligibility requirements are met.

B-1433-2-SNAP - PR - At Redetermination

Prior to the redetermination interview, all cases for households that timely reapplied must be reviewed to determine if there is a MWR included in the household. If the household did not timely reapply, no further action is taken.

If the MWR has not registered for work with LWC, discuss if good cause exists during the interview. Ensure that a SNAP 4RW was previously issued.

If the household reports an exemption or good cause for not complying with LWC, which is questionable, send an [OFS 18C](#) to request verification of the questionable information and allow 10 days for the household to provide the requested verification. The reason the information is questionable must be thoroughly documented.

If the household misses the redetermination interview, contact the household to determine if good cause exists. If the household is reached, conduct the interview at that time. Refer to B-1440-SNAP for good cause determination.

If good cause does not exist for failure to register for work, the sanction must be imposed at the same time action on the redetermination is completed. A concurrent Notice of Adverse Action must be sent the same day the redetermination is processed. Follow procedures listed in B-1434 SNAP-PR.

Example: The household was interviewed for an October redetermination. Good cause did not exist for failure to register for work with LWC. The redetermination, sanction, and concurrent Notice of Adverse Action are completed on October 30th. The sanction is effective November with the new certification period.

If the redetermination is not extended due to a procedural reason and the case contains a MWR who failed to register for work with LWC and good cause does not exist, close the case the last workday of

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the redetermination month. Send Concurrent Notice of Adverse Action to impose a sanction on all MWRs who failed to register with HiRE effective the month following the redetermination month. Follow procedures listed in B-1434 SNAP-PR.

Example: The household was interviewed for an October redetermination but failed to provide verification. The case was closed on October 31st for that reason. Good cause did not exist for failure to register for work with LWC. Concurrent Notice of Adverse Action must be sent listing the effective month of the sanction as November. The notice must indicate that the case was closed for failure to provide the required verification (listing the verification) and include the sanction for failure to register for work – HiRE.

B-1434-SNAP-PR FAILURE TO REGISTER FOR WORK WITH LWC

A sanction may only be imposed for a MWR, who failed to register for work with LWC without good cause, if the MWR is certified for SNAP when the non-compliance occurred.

If the redetermination is being extended and the case contains a MWR who failed to register for work with LWC and good cause does not exist, enter the work registration sanction using the steps below:

- Navigate to the Non-Compliance/Sanction- Questions screen. If the member has any Non-Compliance/Sanction History in LITE, this question is pre-populated to “Yes”. After clicking the ‘Next’ button on the screen, the user is navigated to the ‘**Non-Compliance/Sanction Summary**’ Screen and the steps are correctly stated in the policy. If the member does not have Sanction History in LITE, the user must answer “Yes” to the question. After clicking ‘Next’, the user is navigated directly to the ‘**Non-Compliance-Details**’ screen.
- On the ‘Non-Compliance – Details’ screen, Enter the ‘Start/Change’ Date, ‘Reported On’ Date, ‘Non-Compliance Violation Type’ - SNAP E&T, and Non-Compliance Reason - Failed to Register for Work – HiRE, and the Decision Date. Since the Violation Type is ‘SNAP E&T’, a Good Cause Status/Reason must be entered.
- Enter the ‘Good Cause Status/Reason’ as ‘No Good Cause’ and click the NEXT button.
- The ‘Non-Compliance/Sanction Summary’ screen will display the new sanction in the ‘Non-Compliance Summary’ section of the screen. The sanction will not display in the Sanction Summary section of the Non-Compliance Summary screen until Eligibility Determination is completed on the case action. After Eligibility Determination is run, LITE will automatically populate the Occurrence, Sanction Begin Date, and Program fields on the ‘Non-Compliance/Sanction-Summary’ screen. The sanction will be effective the month following the Expiration Date on the Notice of Decision.

LITE will automatically send a Notice of Decision to impose the sanction. If multiple household members failed to register for work, only one notice is sent.

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If the redetermination is not extended due to a procedural reason and the case contains a MWR who failed to register for work with LWC and good cause does not exist, enter the work registration sanction using the steps below:

- Navigate to the ‘Additional Processes’ Module using the top navigation bar,
- Select ‘Person Search – Non-Compliance’,
- Enter the “SSN” of the member who failed to register for work and click the SEARCH button. The member should display in the ‘Person Results’ table,
- Click the ADD NON-COMPLIANCE button. On the ‘Non-Compliance Details’ screen, the member’s information is pre-populated in the ‘Person Information’ section of the screen.
- Select the ‘Non-Compliance Violation Type’ - SNAP E&T’ and ‘Non-Compliance Reason - Failed to Register for Work – HiRE’, and Enter the ‘Decision Date’ for the sanction. Since the Violation Type is ‘SNAP E&T’, the ‘Good Cause Information’ section of the screen must be completed.
- Enter the ‘Good Cause Status/Reason’ as ‘No Good Cause’ and click the ADD NON-COMPLIANCE button to receive a ‘Submit Successful’ message.

NOTE: The sanction will display in the ‘Non-Compliance Summary’ section of the Non-Compliance/Sanction-Summary screen when the member is either included on a New SNAP Application or added as a new household member in a SNAP Change Report. The sanction will not become effective until Eligibility Determination is completed on the case action. LITE will automatically populate the Occurrence, Sanction Begin Date, and Program fields on the Non-Compliance/Sanction-Summary screen.

LITE will automatically send a Notice of Decision to impose the sanction.

Document all actions in LITE.

III. FORMS AND INSTRUCTIONS

[OFS 18C Form](#) / [Instructions](#) Client Contact Letter

[SNAP 4RW Form](#) / [Instructions](#) Work Registration Requirement with Louisiana Workforce Commission

[SNAP 4WR Form](#) / [Instructions](#) * SNAP Work Requirements **

[SNAP 8 Form](#) / [Instructions](#) SNAP Interviewing Guide

IV. REFERENCES

[7CFR 273.7\(f\)](#)

[LAC 67:III](#) Subpart 3, Chapter 19, Subchapter G