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## I. STATEMENT OF POLICY

FOR HOUSEHOLD COMPOSITION CHANGES REPORTED OUTSIDE THE SIMPLIFIED REPORTING PROCESS, MAKE THE CHANGE IN ACCORDANCE WITH THE TIMEFRAMES EXPLAINED IN C-841-SNAP PR.

### C-841-SNAP – PO ADDITION OF A HOUSEHOLD MEMBER

IF THE HOUSEHOLD REPORTS AN ADDITIONAL HOUSEHOLD MEMBER, DETERMINE IF THE HOUSEHOLD MEMBER:

- IS REQUIRED TO BE INCLUDED, i.e. does not purchase and prepare meals together,
- is mandatory work registrant, or
- is exempt from work registration requirements.

If the additional household member is a Mandatory Work Registrant (MWR), advise the household of the SNAP work registration requirements and provide each new MWR with a \* [SNAP 4RW](#). Advise the household that the new member will need to register for work at the next redetermination with Louisiana Workforce Commission (LWC). \*\* \*\*\*

If the additional household member has been issued a Social Security Number and is required to be included, a manual National Accuracy Clearinghouse (NAC) search must be completed to clear the member for dual participation. Refer to [C-230-SNAP](#).


If the additional household member is an adult, a manual Electronic Disqualified Recipient System (eDRS) clearance must be completed. \*\*\* Refer to [C-230-SNAP](#).

Determine the effect of the reported change based on the household's statement and follow procedures in [C-820-SNAP](#).

### C-842-SNAP - PO REMOVAL OF A HOUSEHOLD MEMBER

WHEN A MEMBER OF THE HOUSEHOLD IS NO LONGER ELIGIBLE TO BE INCLUDED, THE PERSON SHOULD BE REMOVED EFFECTIVE THE FIRST POSSIBLE MONTH AFTER THE EXPIRATION OF ADVANCE NOTICE OF ADVERSE ACTION, IF APPROPRIATE. A CHANGE IN HOUSEHOLD COMPOSITION REPORTED BY A RESPONSIBLE HOUSEHOLD MEMBER IS CONSIDERED VERIFIED UPON RECEIPT, THEREFORE MUST BE ACTED UPON.

Report overpayments to the Fraud and Recovery Unit, if appropriate.

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## **C-843-SNAP – PO HEAD OF HOUSEHOLD LEAVES THE HOME**

If the head of household leaves and his continued eligibility cannot be determined, send appropriate notice and close the case. If the head of household leaves and his continued eligibility can be determined, make the necessary changes and send appropriate notice.

Advise the remaining members of the original household to designate a new head of household and reapply if they wish to continue to receive benefits.

Refer to Chapter 03, EBT Handbook, [I-110](#) for procedures regarding unused benefits in EBT accounts when the head of household changes.

## **II. PROCEDURES**

### **C-841-SNAP – PR ADDITION OF A HOUSEHOLD MEMBER**

If the household reports a new household member, the worker must determine if the new household member is a Mandatory Work Registrant.

- If the new household member is a MWR:
  - advise the household of the SNAP work registration requirements,
  - provide each new MWR with a [SNAP 4RW](#), \*\*\* \* and
  - advise the household that the new member will need to register for work with LWC at the household's next redetermination. \*\* \*\*\*

If the household reports an exemption for the new household member and the exemption is questionable, the worker must send \* Request for Verification/ \*\* [OFS 18C](#) to request verification of the questionable exemption and allow 10 days for the household to provide the requested verification. The reason the exemption is questionable must be thoroughly documented. \*\*\*

Document all activities \* as a case note in LITE.


### **National Accuracy Clearinghouse (NAC)**

When a manual NAC search must be completed for an interim change, click on the On Demand NAC icon located on the Household Individuals – Questions screen. \*\* \*\*\*

### **eDRS Clearance**

When a manual eDRS clearance must be completed for an interim change, \* click on the eDRS On Demand icon located on the Non-Compliance/Sanction- Questions screen in Data Collection. \*\* \*\*\*

Refer to [F-350 SNAP - PR](#). \*\*\*

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Determine the effect of the reported change based on the household's statement and follow procedures in [C-820-SNAP](#).

**\* IF THE NEW MEMBER WAS NOT REPORTED ON THE CAFÉ SELF-SERVICE PORTAL, DOCUMENT THE NEW MEMBER'S ELIGIBILITY AS A CASE NOTE OR COMPLETE THE ADDITION OF THE HOUSEHOLD MEMBER FORM [OFS 12](#). THE REQUIRED INFORMATION MAY BE OBTAINED OVER THE TELEPHONE OR DURING A FACE-TO-FACE INTERVIEW.**

IF THE ADDITION of the household member CAUSES AN INCREASE IN BENEFITS, MAKE THE CHANGE EFFECTIVE THE MONTH AFTER THE CHANGE IS REPORTED IF:

- THE NEW MEMBER IS NOT INCLUDED IN ANOTHER CERTIFIED CASE, AND
- REQUIRED VERIFICATION IS RECEIVED BY THE DUE DATE GIVEN ON THE REQUEST FOR VERIFICATION. ALLOW THE HOUSEHOLD 10 DAYS TO PROVIDE THE REQUIRED VERIFICATION. IF THE 10<sup>TH</sup> DAY FALLS ON A WEEKEND OR HOLIDAY, THE DUE DATE BECOMES THE FOLLOWING WORKDAY.

IF THE NEW MEMBER IS INCLUDED IN ANOTHER CERTIFIED CASE, ADD THE NEW MEMBER THE FIRST MONTH THE NEW HOUSEHOLD MEMBER IS REMOVED FROM THE OLD CASE.

If the addition of a new household member causes a decrease in benefits, do not add the new member and document as a case note \*\* \*\*\* the reported change including the date of the report and the reason the change was \*\*\* \* deferred.


If the new household member's income combined with the income of the household exceeds the gross income limit for the new household size, send Notice of Adverse Action to close the case.

Disqualified Members – When a person who has been disqualified becomes eligible, add him to the certified household the month after the month the disqualification ends. **Ensure the person is still living in the household. \*\***

### Examples of Action Required for Household Composition Changes:

**Example:** The current household consists of a woman and her child. The woman got married and her husband, who has income, moves into the home. This is reported to the agency by a responsible household member. The agency must determine the new household size, the new gross income limit for the new household size, and if the household remains eligible.

**Example:** The household reports that her sister's three children are now living with her. Both sisters have an active SNAP case. The change is considered verified upon receipt since a change in household composition was reported by a responsible household member. A NOAA should be sent

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to the household in which the children were previously included to remove them and the children should be added to the new household.

\* To add a new household member that was not reported using the Self-Service Portal (SSP), follow these steps:

- STEP 1 – Click on Data Collection tab located at the top navigation bar in the Worker Portal
- STEP 2 – Enter the Case ID (CID) for the household,
- STEP 3 – Select Change from the dropdown for “What action do you want to perform?” and click the ‘Next’ button,
- STEP 4 – Click the blue arrows in the left navigation and click on Persons section
- STEP 5 – Click on the ‘Add Individual’ button,
- STEP 6 – Enter the new member’s information on the Person Details Screen and click the ‘Next’ button,
- STEP 7 – Enter the new member’s information on the Person Household Status Screen and click the ‘Next’ button,
- STEP 8 – Select the appropriate response on the Person Clearance Screen,
  - If the person is known to the system, click the radio button next to the person names and select ‘No’ to the question, “Do you wish to establish as a new individual?”.
  - If the person is not known to the system, select ‘Yes’ to the question, “Do you wish to establish as a new individual?” and click the ‘Next’ button.
- STEP 9 – Click the ‘Next’ button from the Persons in Home Screen,
- STEP 10 – Click on the Pencil icon next to the program, SNAP, on the Program Request Screen,
- STEP 11 – Click the ‘Next’ button and click in the table for ‘Requesting Assistance’ in the row of the new member and change ‘No’ to ‘Yes’ and click the ‘Next’ button,
- STEP 12 – Click on the Pencil icon in the Relationship table that is highlighted with the new member.
- STEP 13 – Enter Relationship Verification and the SNAP relationship information for all members in the household and click the ‘Save’ button,
- STEP 14 – Click the ‘Next’ button to navigate to the Relationship Summary and click the ‘Next’ button,
- STEP 15 – Navigate through Data Collections completing all information on the new member.
- STEP 16 – Click on the ‘Run EDBC’ button,
- STEP 17 – Click on the hyperlink months to verify accuracy, and
- STEP 18 – Click the ‘Next’ button to Authorize.

If the household reports a new household member by submitting a Change Report in the Self-Service Portal, the worker must determine if the member is required to be included.

LITE will determine if the new household member is a Mandatory Work Registrant (MWR) and will send the SNAP 4RW to advise the household of the SNAP work registration requirements and that the new member will need to register for work with LWC at the household’s next redetermination.

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To add a new household member that was reported using the Self-Service Portal (SSP), follow these steps:

- STEP 1 – Click on 'Start Work Item' and Click the 'Next' button on the Initiate Data Collection Screen,
- STEP 2 – Review the Change Report Checklist showing the addition of the new member and click the 'Next' button,
- STEP 3 – Click on the 'Add Individual' button on the Person – Details Screen after the display message "There are 1 or more records from Self Service application, please click add to continue",
- STEP 4 – Follow steps 5 through 14 above,
- STEP 5 – Run Presumptive Household,
- STEP 6 – Follow steps 15-18

Clear the new household member in the Clearance Summary by clicking on the Clearance Summary icon located on the right-hand navigation.

If the benefits will increase, LITE will increase the benefits effective the following month after eligibility is run.

If the benefits will decrease, LITE will decrease the benefits following the advance adverse action procedures.


LITE will not include the new household member if they are receiving benefits in another case. The member will show as excluded and the reason why the member is not eligible for benefits. Once the member is removed from the other case, LITE will include the member effective the earliest possible month that they are not receiving benefits. Once the member has been removed from the other case, eligibility must be run again. LITE will request benefits for the fields coded pending verification. Once the verification has been provided, click on the start work item of the Change Report and update the fields with the provided verification.

## **C-842-SNAP – PR REMOVAL OF A HOUSEHOLD MEMBER**

WHEN A MEMBER OF THE HOUSEHOLD IS NO LONGER ELIGIBLE TO BE INCLUDED, THE PERSON SHOULD BE REMOVED EFFECTIVE THE FIRST POSSIBLE MONTH AFTER THE EXPIRATION OF ADVANCE NOTICE OF ADVERSE ACTION, IF APPROPRIATE. \*\*

\* IF THE SELF-SERVICE PORTAL (SSP) WAS NOT USED TO REPORT A CHANGE THAT RESULTS IN THE REMOVAL OF A HOUSEHOLD MEMBER FROM THE CASE, FOLLOW THESE STEPS:

- STEP 1 – CLICK ON THE DATA COLLECTION TAB LOCATED AT THE TOP NAVIGATION BAR IN THE WORKER PORTAL,

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- STEP 2 – ENTER THE CASE ID (CID) FOR THE HOUSEHOLD,
- STEP 3 – SELECT CHANGE FROM THE DROPDOWN FOR “WHAT ACTION DO YOU WANT TO PERFORM?” AND CLICK THE ‘NEXT’ BUTTON,
- STEP 4 – CLICK THE BLUE ARROWS IN THE LEFT NAVIGATION AND CLICK ON PERSONS SECTION,
- STEP 5 – CLICK ON THE PENCIL ICON ON THE PERSONS IN HOME SCREEN OF THE PERSON THAT NEEDS TO BE REMOVED,
- STEP 6 – CLICK ‘NEXT’ TO PERSON HOUSEHOLD STATUS AND SELECT OUT OF THE HOUSEHOLD FOR HOUSEHOLD STATUS AND SELECT THE ABSENCE REASON AND SELECT THE ABSENCE VERIFICATION (IF APPLICABLE ENTER ANY OTHER INFORMATION ABOUT THE MEMBER’S ABSENCE) AND CLICK THE ‘NEXT’ BUTTON,
- STEP 7 – CLICK ON THE BLUE ARROWS AND SELECT PRESUMPTIVE HOUSEHOLD
- STEP 8 – RUN PRESUMPTIVE HOUSEHOLD REMOVING THE MEMBER FOR THE HOUSEHOLD
- STEP 9 – CLICK ‘OTHERS’ IN THE DATA COLLECTION MODULE
- STEP 10 – NAVIGATE TO THE RUN ELIGIBILITY IN THE LEFT NAVIGATION AND CLICK ON THE ‘RUN EDBC’ BUTTON,
- STEP 11 – CHECK FOR ACCURACY BY CLICKING ON THE HYPERLINK MONTH, AND
- STEP 12 – CLICK THE ‘NEXT’ BUTTON TO AUTHORIZE.

IF THE SELF-SERVICE PORTAL (SSP) WAS USED TO REPORT A CHANGE THAT RESULTS IN THE REMOVAL OF A HOUSEHOLD MEMBER FROM THE CASE, FOLLOW THESE STEPS:


- STEP 1 – CLICK ON ‘START WORK ITEM’ AND CLICK THE ‘NEXT’ BUTTON ON THE INITIATE DATA COLLECTION SCREEN,
- STEP 2 – REVIEW THE CHANGE REPORT CHECKLIST SHOWING THE ADDITION OF THE NEW MEMBER AND CLICK THE ‘NEXT’ BUTTON,
- STEP 3 – FOLLOW STEPS 5 THROUGH 12 ABOVE. \*\*

Report overpayments to the fraud and recovery unit, if appropriate.

**Example:** The household reports a household member moved out of the home. Removing him causes the income for the new household size to exceed the applicable gross income limit. Propose closure by sending Notice of Adverse Action.

**Example:** The household reports a household member moved out of the home. Removing him would decrease benefits. A change in household composition reported by a responsible household member is considered verified upon receipt; therefore, he should be removed following expiration of Notice of Adverse Action.

**Example:** The client’s landlord, who is not a household member, reports that the client’s children are no longer living with the client. It is determined that removal of the children would result in a reduction

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in benefits. Action must not be taken because the change was not reported by a responsible household member. The change is not considered verified upon receipt.

**Example:** A household member is disqualified. When a household member is disqualified, the action must be taken, regardless of whether the benefits are reduced or the case closes. Disqualifications are actions that are required to be acted upon.

### III. FORMS AND INSTRUCTIONS

[OFS 12 Form](#) / [Instructions](#) Addition of a Household Member

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

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

### IV. REFERENCES

[7CFR 273.12](#)

[LAC 67: III Subpart 3. Supplemental Nutrition Assistance Program \(SNAP\), Chapter 19. Certification of Eligible Households, Subchapter L. Reporting Changes](#)