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## I. STATEMENT OF POLICY

### Elderly Simplified Application Project (ESAP) Households

Interview requirements shall be waived for ESAP households at redetermination. However, an interview is required in the following instances:

- Prior to closing or denying an ESAP case;
- If information on the application is questionable, incomplete, or contradictory; or
- The household requests an interview.

## II. PROCEDURES

ACCEPT THE APPLICATION IF IT CONTAINS THE NAME, ADDRESS, AND SIGNATURE OF THE HEAD OF HOUSEHOLD or other responsible household member, or authorized representative.

IF A MANUAL APPLICATION IS SUBMITTED AND DOES NOT CONTAIN THIS INFORMATION, THE ENTIRE APPLICATION MUST BE RETURNED TO THE HOUSEHOLD WITH A MANUAL [OFS 18C](#) ADVISING THE HOUSEHOLD OF THE MISSING REQUIRED INFORMATION AND THE TIMELY REAPPLICATION DATE FOR RETURNING THE APPLICATION.


APPLICATIONS SUBMITTED THROUGH CAFÉ CONTAIN THE MINIMUM REQUIREMENTS TO ESTABLISH THE APPLICATION INCLUDING AN ELECTRONIC SIGNATURE.

### ESAP Household Timely Reapplies – Interview Waived.

An interview is required and must be scheduled timely if any one of the above instances exists. When an ESAP household submits a redetermination application, LITE will place the case in ‘Waived Appointment’ status.

When a signed and completed application for an ESAP household that has no earned income is received timely, staff must review the information on the form to determine if the interview can be waived as follows:

- If the household appears eligible for recertification and all verification is received, process the redetermination without an interview.
- If mandatory verifications are missing or information provided is questionable, schedule an interview appointment with the household through LITE.
  - If the household misses the scheduled interview, send a Notice of Missed Interview (NOMI) to the household. If the household does not complete the interview, close the case for “failed to keep interview appointment”.


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- If the information provided on the application indicates the household may be ineligible for benefits, no longer meets the ESAP criteria (for example, the household reports an adult household member is working), or the household requests an interview, schedule an interview appointment. The interview cannot be waived.
  - If the household misses the scheduled interview, send a Notice of Missed Interview (NOMI) to the household. If the household does not complete the interview, close the case for “failed to keep interview appointment”.
- If the household fails to complete a question on a non-eligibility factor (deductible expenses, voter registration, etc.) contact the household to obtain clarifying information. If the household cannot be reached by telephone, send an OFS 18C to request the client to return a call within 10 days to clarify missing information. However, if the household does not contact the agency within the given time frame, a NOMI must not be sent and the case must not be closed. All deductible expenses previously budgeted must be ended.
- If the application includes a request for assistance in completing the Louisiana voter registration application, the worker shall contact the household by telephone and provide the requested assistance.
- A scheduled interview is not required to verify shelter expenses unless the reported expenses are questionable. If the expenses are not questionable, send an OFS 18C to the household requesting verification. If verification is provided, update the shelter expenses accordingly. If the verification is not provided, remove the shelter expenses and proceed with processing the case. The case must not be closed or denied for failure to verify shelter expenses as deductions are not an eligibility factor.

### Regular Household Timely Reapplies

#### IF THE HOUSEHOLD TIMELY REAPPLIES:

- UPON RECEIPT OF AN APPLICATION IN THE CAFÉ SELF-SERVICE PORTAL, THE APPLICATION IS ROUTED VIA STATEWIDE ROUND ROBIN TO A MEMBER OF THE APPOINTMENTS TEAM.
- THE APPLICATION IS THEN AUTO-SCHEDULED THROUGH LITE AND AN APPOINTMENT IS ENTERED ON THE WORKER’S CALENDAR ON ONE OF THEIR AVAILABLE APPOINTMENT TIME SLOTS.
- AN INTERVIEW NOTICE (OFS 18C-AL) WILL BE AUTOMATICALLY SENT ADVISING THE HOUSEHOLD OF THE DAY AND TIME OF THEIR SCHEDULED INTERVIEW.
  - IF THE HOUSEHOLD MISSES THE SCHEDULED INTERVIEW, A NOTICE OF MISSED INTERVIEW (NOMI) WILL BE AUTOMATICALLY SENT INFORMING THE HOUSEHOLD TO

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CONTACT THE AGENCY BY THE END OF THE CERTIFICATION PERIOD AND SCHEDULE ANOTHER INTERVIEW APPOINTMENT TO AVOID CASE CLOSURE. IF AN INTERVIEW IS NOT COMPLETED BY THE LAST WORKDAY OF THE REDETERMINATION MONTH, LITE WILL AUTOMATICALLY CLOSE THE CASE.


- IF THE HOUSEHOLD CONTACTS THE AGENCY FOR AN INTERVIEW, THE REDETERMINATION INTERVIEW WILL BE CONDUCTED AT THIS TIME TO DETERMINE CONTINUED ELIGIBILITY. IF AN INTERVIEW IS UNABLE TO BE COMPLETED THAT DAY, THE HOUSEHOLD WILL HAVE THEIR INTERVIEW RESCHEDULED.
- IF THE HOUSEHOLD CONTACTS THE AGENCY AND REQUESTS A SCHEDULED INTERVIEW, A SEMI-AUTOMATED APPOINTMENT LETTER 18C-AL MUST BE SENT NO LATER THAN THE FOLLOWING WORKDAY TO CONFIRM THE SCHEDULED APPOINTMENT.
- IF THE HOUSEHOLD IS INTERVIEWED, CONTINUED ELIGIBILITY MUST BE DETERMINED IN LITE.
- SEND AN AUTOMATED REQUEST FOR REQUIRED VERIFICATION (OFS 18C) ALLOWING AT LEAST 10 DAYS TO PROVIDE THE VERIFICATION. WHEN THERE ARE LESS THAN 10 DAYS LEFT IN THE CERTIFICATION PERIOD, THE DUE DATE MUST STILL BE 10 DAYS FROM THE DATE OF THE REQUEST.
- CLEAR DISCREPANCIES ON THE APPLICATION AS FOLLOWS:
  - ONLINE APPLICATIONS

DOCUMENT INFORMATION AS A DETAILED CASE NOTE IN LITE. IF VERIFICATION IS RECEIVED AFTER THE INTERVIEW, DOCUMENT RECEIPT IN A CASE NOTE AND UPDATE THE APPLICABLE VERIFICATION CODING IN LITE.

- PAPER APPLICATIONS

THE APPLICATION MUST BE REGISTERED IN LITE AND UPLOADED IN FILENET. ALL INFORMATION MUST BE DOCUMENTED IN LITE. IF VERIFICATION IS RECEIVED AFTER THE INTERVIEW, DOCUMENT RECEIPT IN A CASE NOTE AND UPDATE THE APPLICABLE VERIFICATION CODING IN LITE.

In LITE, an automated interface is run to check the work registration of all MWRs in HIRE. Use the results displayed in the Clearance Summary to determine if the MWR has a HIRE account. Another [SNAP 4RW](#) does not have to be sent to any MWR who has already been identified as a MWR and notified of the requirement.

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Failure to register for work with LWC, without good cause, at redetermination will result in a SNAP work registration sanction. Only SNAP recipients whose case was active when the non-compliance occurred can be sanctioned for failure to comply with SNAP work registration requirements. The disqualification period is the same as all other work registration sanctions.

If the MWR has not registered for work with LWC, discuss if good cause exists during the interview.

If the household reports an exemption or good cause for not complying with LWC, which is questionable, send an [OFS 18C](#) or semi-automated FFCL – Client Contact Letter (18C-FF) in LITE 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, also 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 30<sup>th</sup>. 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 the redetermination month. Send a 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 31<sup>st</sup> 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.


- IF THE APPLICATION INCLUDES A REQUEST FOR ASSISTANCE IN COMPLETING THE LOUISIANA VOTER REGISTRATION APPLICATION, THE WORKER SHALL PROVIDE THE REQUESTED ASSISTANCE.

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- IF AN APPLICATION IS RECEIVED IN THE MONTH PRIOR TO THE REDETERMINATION MONTH AND A CHANGE IS REPORTED, FOLLOW POLICY IN [C-820-SNAP](#).
  - IF THE CHANGE RESULTS IN AN INCREASE IN BENEFITS AND VERIFICATION IS RECEIVED BY THE DUE DATE GIVEN ON THE REQUEST FOR VERIFICATION, THE CHANGE IS EFFECTIVE THE REDETERMINATION MONTH. AUTHORIZE SUPPLEMENTAL BENEFITS IF NECESSARY.
  - IF THE CHANGE RESULTS IN A DECREASE IN BENEFITS, ADVANCE NOTICE OF ADVERSE ACTION IS REQUIRED TO REDUCE BENEFITS.
- IF THE HOUSEHOLD REPORTS ON THE APPLICATION OR DURING THE INTERVIEW THAT A CHANGE WILL OCCUR BEFORE THE END OF THE CERTIFICATION PERIOD, THIS CHANGE MUST BE ACTED UPON AS PART OF THE REDETERMINATION. THE REPORTED CHANGE WOULD NOT BE CONSIDERED REPORTED OUTSIDE OF THE SIMPLIFIED REPORTING PROCESS.

Example: A May redetermination application is received in the office on April 22. On April 26 the client is interviewed and she reports that her 17year old son, who turns 18 on May 20, is still in high school and is still employed part-time at Walmart. Verification of school attendance and earnings is provided on May 24. The worker processes the recertification on May 29 budgeting the child’s earnings effective June.

- IF THE HOUSEHOLD REPORTED AN INTERIM CHANGE OUTSIDE OF THE SIMPLIFIED REPORTING PROCESS AND ACTION WAS NOT TAKEN TO PROCESS THE CHANGE, THE CHANGE MUST BE REVIEWED AND DISCUSSED WITH THE HOUSEHOLD WHEN COMPLETING THE REDETERMINATION INTERVIEW.
- CHECK THE CLEARANCE SUMMARY FOR ALL HOUSEHOLD MEMBERS. WHEN THE CLEARANCE SUMMARY INTERFACE STATUS CHANGES TO COMPLETE, CLEAR ALL HITS ACCORDING TO POLICY IN [C-220-SNAP](#).
- DOCUMENT ALL ACTIVITIES AS A CASE NOTE IN LITE.
- COMPLETE THE REDETERMINATION BY THE CUTOFF DATE FOR THE REDETERMINATION MONTH IN ORDER TO ASSURE THAT:
  - ELIGIBLE RECIPIENTS CONTINUE TO RECEIVE BENEFITS WITHOUT INTERRUPTION OF THE NORMAL ISSUANCE CYCLE, AND
  - INELIGIBLE RECIPIENTS DO NOT RECEIVE BENEFITS BEYOND THEIR CERTIFICATION PERIOD.

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EXCEPTION: DO NOT CLOSE A CASE FOR FAILURE TO PROVIDE VERIFICATION OR FOR FAILURE TO COMPLETE AN INTERVIEW AFTER TIMELY REAPPLYING UNTIL THE LAST WORKDAY OF THE MONTH. HOWEVER, THE CASE MAY NOT BE CLOSED FOR FAILURE TO PROVIDE REQUIRED VERIFICATION BEFORE THE DUE DATE ON THE REQUEST FOR VERIFICATION. THE CASE WILL BE SUSPENDED. IF THE CASE IS CLOSED FOR FAILURE TO PROVIDE VERIFICATION AND THE REQUIRED VERIFICATION IS RECEIVED BY THE DUE DATE ON THE REQUEST FOR VERIFICATION, AND ALL ELIGIBILITY REQUIREMENTS ARE MET, REINSTATE BENEFITS WITHIN FIVE WORKDAYS FROM THE DATE THE VERIFICATION IS RECEIVED. BENEFITS MUST NOT BE PRORATED. ISSUE MANUAL BENEFITS, IF NECESSARY.

- SEND A CONCURRENT NOTICE ONCE AN ELIGIBILITY DECISION HAS BEEN MADE. IF THE CASE IS CLOSED FOR FAILURE TO PROVIDE VERIFICATION, LITE WILL SEND A NOTICE OF DECISION TO THE HOUSEHOLD LISTING THE REQUIRED VERIFICATION THAT IS NEEDED TO REOPEN THE CASE.
- REUSE THE APPLICATION FOLLOWING CLOSURE AT REDETERMINATION IN THE FOLLOWING CIRCUMSTANCES:
  - A HOUSEHOLD THAT FAILED TO PROVIDE VERIFICATION PROVIDES THE REQUIRED VERIFICATION WITHIN 30 DAYS OF THE END OF THE CERTIFICATION PERIOD, OR
  - A HOUSEHOLD THAT FAILED TO COMPLETE AN INTERVIEW AFTER TIMELY REAPPLYING CONTACTS THE AGENCY AND IS INTERVIEWED WITHIN 30 DAYS OF THE END OF THE CERTIFICATION PERIOD.


REFER TO [C-630-FITAP/SNAP](#), FOR FURTHER INFORMATION REGARDING REUSE OF THE APPLICATION FORM.

NOTE: IF PARTIAL VERIFICATION IS RECEIVED, A SECOND REQUEST IS NOT NECESSARY.

**HOUSEHOLD FAILS TO TIMELY REAPPLY**

IF THE HOUSEHOLD FAILS TO TIMELY REAPPLY:

- LITE WILL AUTOMATICALLY CLOSE THE CASE.
- No action is taken on the Mandatory Work Registrant (MWR) who failed to register for work with Louisiana Workforce Commission (LWC) since the household is not requesting benefits.
- SEND ADVANCE NOTICE OF ADVERSE ACTION TO CLOSE IF THE NOTICE OF EXPIRATION WAS NOT PROPERLY COMPLETED OR WAS NOT SENT TIMELY.

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THE CLIENT HAS TIMELY REAPPLIED IF THE SIGNED APPLICATION IS RECEIVED ON OR BEFORE THE TIMELY REAPPLICATION DATE.

IF THE SIGNED APPLICATION IS RECEIVED AFTER CLOSURE OF THE CASE FOR FAILURE TO TIMELY REAPPLY, TREAT IT AS A NEW APPLICATION. REFER TO [C-620-FITAP/SNAP](#).

### III. FORMS AND INSTRUCTIONS

[Louisiana Voter Registration Application](#)

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

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

### IV. REFERENCES

[7 CFR 273.2\(c\)\(7\)](#)

[7 CFR 273.14](#)

[LAC - Part III Economic Stability and Self-Sufficiency, Subpart 3. Supplemental Nutrition Assistance Program \(SNAP\) Chapter 19. Certification of Eligible Households Subchapter N. Recertification](#)