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Processing Time Limits

110 APPLICATIONS

111 Obvious Denials

If information on the application form indicates the household is ineligible, deny the application without scheduling a face-to-face interview

The Division must schedule an interview for all applicant households who are not interviewed on the same day even in cases where the form indicates the household may be ineligible. The household must be given the opportunity to confirm all reported information is still correct and current.

112 Reuse of the Application Form After Denial

If the household wishes to reapply after being denied, a new application must be completed. The previous application is not reused, unless the case meets the program requirements to be reinstated.

113 Benefit Effective Date

A household eligible for TANF must receive benefits effective the approval date or the 30th day from the date of application whichever is sooner.

Provide benefits effective the date of application or the next normal issuance date.

Initial Month of Application: The initial month's benefit is prorated based on the date of application if the household is otherwise eligible. The ongoing monthly benefits are issued and made available based upon the staggered issuance calendar (see B-230.2).

Applications After the 15th of the Month: Households applying after the 15th of the month will receive (if otherwise eligible) the initial month's benefit and the second month's benefit upon approval. The ongoing benefits are issued and made available based on the staggered issuance calendar.

114 Proration

Benefits are not issued if the prorated amount is less than \$10. This includes a \$10 amount prior to any recoupment.

Prorate Benefits for the initial month of application from the date of application.

In TANF two parent household, where the only

Prorated benefits under \$10 for the initial month:
Prorate benefits calculated under \$10 for the initial

child is an unborn, only the needs of the pregnant woman are considered for a cash payment. The father/domestic partner and unborn's needs are not included. Once the child is born, the father/domestic partner and newborn become required household members and all other eligibility requirements must be met (A-300).

month of application will not be issued. Ongoing benefits under \$10 will be paid.

Nevada uses a standard 30-day calendar formula ($full\ month's\ benefit \times 31 - date\ of\ application \div 30 = allotment$) to determine monthly benefits. When a person applies on the 31st of the month it is the same as applying on the 30th. Always subtract the application date from 31 days, regardless of the number of days in the month.

Benefits for the initial month are prorated using the 30-day formula as follows:

1. Subtract the date of application from 31 to arrive at the number of days to be prorated.
2. Divide the whole allotment for the household size by 30 days. The sum is the daily SNAP benefit amount. Round to cents.
3. Multiply the number of days in #1 by the sum in #2. Drop the cents.
4. The result in #3 are the prorated benefit amount.

Example: A household with a whole monthly allotment computed to be \$395.00 applies on July 17. The household's prorated allotment for July is \$184 (31-17 = 14 days to be prorated. $\$395 / 30\ days = \$13.1666 = \$13.17$ daily benefit allotment. $\$13.17 \times 14\ days = \$184.38 = \$184$ prorated allotment).

The system will automatically computer and prorate the initial month's benefit based on information posted in the system. When computing manual budgets, use the same formula to determine pro-rated benefits.

115 Deadlines

Applications for TANF assistance are required to be processed with a determination of eligibility by the 45th day from the application date.

Ineligible households will be notified as soon as possible but no later than 30 days after the application date. Households who fail to provide the requested verification will be denied on the 30th day from the date of application. The day after the date of the application is the first day of the 30-day period.

Exceptions:

- Provide benefits to the applicants eligible for expedited services according to those timeframes.
- Follow the procedures for missed appointments and for pending information when the 30th day is a non-workday.

116 Delays in Processing Applications

Applications processed late receive retroactive benefits effective the application date or the first date the household is eligible.

117 Missed Appointments

If the household misses their interview appointment,

Deny the application the next workday.

Households that fail to keep the TANF appointment are provided a legal notice advising them of TANF denial due to the missed interview appointment (MIA). A new application will be required.

send a legal notice the following workday advising them of the missed interview appointment (NOMI). It is up to the household to contact the office to reschedule an appointment or discuss any hardships in keeping an interview. If the household does not contact the office or respond to the notice, deny the application as follows:

- **Initial or Untimely Recertification Application**: Deny the application for non-cooperation thirty (30) days following the date of application. The date of application is not counted in the 30-day count.
- **Timely Recertification**: Deny the timely recertification on the last day of the current certification period. See manual section B-124 regarding cooperation within thirty (30) days of denial.

If by the 30th day after the file date...	Then...	
and the applicant has not requested another appointment	deny the application	
and the applicant has requested another appointment,	<ul style="list-style-type: none"> Reschedule the appointment, and Continue pending the application even if the appointment is after the 30th day. 	
	If the applicant....	Then
	misses the appointment	deny the application on the 30 th day*, or the day of the appointment if the appointment was scheduled after the 30 th day.
	Keeps the appointment, and the appointment is after the 20 th day,	<ul style="list-style-type: none"> Allow the applicant 10 days to provide needed information. If information is received by the 10th day following the appointment, certify or deny the application by the 30th day* after the application date (or on the same day information is received after the 30th day* after the application date. <p>Note: if the information is not received by the 10th day, deny the application the next workday.</p>
*if the 30 th day after the application is a non-workday, take action as appropriate on the following workday.		

118 Pending Information

If more information/verification is needed to complete an application, allow the household **at least 10 days** to provide it. The due date must be a workday.

Note: for Confidential Address Program (CAP) address allow at least 17 days.

Note: For expedited service applications, postpone all verifications except identity.

Determine what documents are readily available to the household and request those first if they are anticipated to be sufficient proof. Give the applicant Form 2429-EE (Insufficient Information) explaining what is needed, the program(s) requiring the information, the date the information is due, and the date the program application(s) will be denied if the information is not received. If information is not provided within the time frames given, deny the application or terminate assistance allowing applicable adverse action

Exceptions:

- If circumstances make it necessary, hold the application past the 30th day to allow the household **at least 10 days** to comply. If the household has not complied by this deadline, deny no earlier than the following workday.
- If the eligibility factor in question does not affect eligibility of the entire household, exclude the ineligible member(s) and approve the remaining members. If the excluded person is a required member, their income and resources are counted even though they are excluded.

If the applicant is eligible, provide benefits by the 30th day after the application date.

119 Information Reported at Application

Any information reported by the customer or discovered by the Division through other sources between the application date and the decision date must be taken into consideration in determining eligibility.

Send a Notice of Pending Status, if verification of the reported information is required to complete the application process.

120 REDETERMINATION/RECERTIFICATION**121 Redetermination Notice/Notice of Expiration**

Effective January 1, 2010, all TANF cash households require a redetermination every twelve months from the calendar month of approval with one exception. If a customer is participating in the NEON program and receiving the Employment Retention Payment (ERP), the redetermination may be extended for up to six additional months to reduce any administrative burden.

SNAP households are automatically mailed a Notice of Expiration (NOE) sixty days before the current certification ends. The NOE informs the household of its rights to uninterrupted SNAP benefits if they reapply by the deadline given.

Exceptions: Households certified for one or two months are issued a NOE when their application is approved. The Notice of Decision also includes the Notice of Expiration.

- If a Joint SNAP/TANF application is filed; SNAP eligibility will be within the SNAP time limits at the TANF review of eligibility, do not request a separate application from the household.
- Households certified for one month or certified for two months during the second month of the certification period must reapply by the **17th** day after the last approval to receive uninterrupted benefits.
- Households certified for more than two months must reapply by the **15th** day of their last issuance month to receive uninterrupted monthly benefits. Provide the application packet upon request.

Monthly NOMADS caseload reports may be used to identify due and overdue reviews, certification periods, umbrella cases, etc. Staff use

the monthly redetermination report (REDT, RED1) to identify households with overdue redeterminations which must be resolved and completed.

the report to identify households due for recertification in the current or following month.

These reports include all active cases.

122 Processing Redetermination (RD's)/Timely Recertifications

Process redeterminations before cutoff of the month in which the RD is due.

Process timely recertifications by the last day of the certification period. Ensure the customer's normal benefit is not interrupted.

If the RD is returned, the case manager must evaluate all information provided on the RD,

SNAP households may use any appropriate application for timely recertifications.

and any changes reported by the household or discovered by the Division through other sources. Request verification of any unverified eligibility factors and allow the household at least ten (10) days to provide the requested information. Allow less than ten (10) days if they agree to a shorter time in writing.

If the verification is returned, update the case and complete the redetermination process.

If the RD application or the requested verification is not provided, terminate the case on the workday after the due date.

When the recertification is received, the RCRT function must be started in the computer system timely to ensure benefits are not interrupted.

The case manager must evaluate all information provided on the recertification application, regardless of the application form submitted, and any changes reported by the household or discovered by the-Division through other sources.

Note: Once the RCRT action is initiated, all RCRT functions must be completed before addressing timely changes to the current certification period.

Verification of any unverified eligibility factors must be requested as the interview or by mail (when an interview is not required) allowing the household at least ten (10) days to provide the requested information.

If the recertification is held pending verification, allow the household until the end of the current certification to provide the required proof before taking adverse action for failure to provide information

To reapply timely, the household must submit the completed application form by

- the **15th** day of the last month of the certification period, or
- the **17th** day after the notice date for one- or two-month certifications.

Note: If the 15th of the month falls on a weekend or holiday, the household has until the next business day to submit a timely recertification.

If the timely recertification appointment is missed and a second appointment is requested, schedule one before the last day of the month, if possible. Deny the recertification on the last day of the last month if the

- household fails to contact the office for another appointment, or
- the household requests another appointment,

but one cannot be scheduled before the end of the last month.

123 Processing Untimely SNAP Recertifications

Use initial application time limits and procedures for recertifications that are not received in the local office within the time frames.

The household must reapply within the last sixty (60) days of the certification period, or later, to be recertified. Recertifications received more than sixty (60) days prior to the end of the recertification period will not be treated as a valid recertification. The application may be used to update case information.

124 Timely Recertification Cooperation Established Within 30-Day Period

Timely recertifications denied or terminated due to non-cooperation with an interview or request for information (RFI) must be reinstated if the household cooperates within thirty (30) days after the last day of the ending certification period. Good cause for not cooperating is not required. This thirty (30)-day period is referred to as the “Window of Opportunity” (WOO) period. If the case is reinstated under WOO policy, benefits are prorated from the date of cooperation.

If the customer provides good cause as to why they did not cooperate with the original request or interview appointment, reinstate the case without prorating benefits.

To avoid possible quality control discrepancies, the reason for reinstatement due to good cause or the WOO period must be documented/narrated in the case record.

For example: A good cause reason (not all inclusive) can be:

- illness, hospitalization, or surgery,
- family emergency,
- employment conflicts,
- death, and

Other barriers such as lack of:

- childcare, or
- transportation problems, or
- inability to obtain information or replace verification, or
- inability to access the Division office due to some disaster, or
- United States or other postal service problems causing delays in mail service, or
- Division discrepancies or system problems.

All of the above would be considered good cause reasons to reinstate a case.

Households, who fail to cooperate within the 30-day window, do not meet “good cause” for reinstatement. If they file an application within the 30-day time frame, process it as a new application with a new issuance date. Filing an application form within the 30-day extension period is not considered cooperation.