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| <b>CHAPTER: 1800</b>            | <b>SECTION: 1800.00.00</b>        |            |
| <b>APPLICATION REGISTRATION</b> | <b>APPLICATION REGISTRATION</b>   |            |

### **1800.00.00 APPLICATION REGISTRATION**

This chapter contains the application registration processes. It includes:

- Request for an Application (Section 1805);
- Informed Choice (Section 1815);
- Initial Contact Person (Section 1820);
- Application Registration Process (Section 1825);
- Initial Evaluation and Referral (Section 1826);
- Scheduling the Interview (Section 1830);
- Denying an Application (Section 1830.15.00);
- Application Transfer (Section 1830.20.00); and

### **1805.00.00 REQUEST FOR AN APPLICATION**

The Indiana Application for Assistance is accessible to clients at all times during which the office is open, and is available to be completed online at all times. Clients may also request a paper application (available in English or Spanish) at a local office which they can fill out at their convenience and return by mail, fax or in person. If a client calls and requests that an application be mailed, the application is to be mailed same day.

Clients must be informed that an application is valid when the name and address is completed and the application is signed. No other requirements or limitations can be placed on the client's right to file an application

The individual requesting the application is to be informed that prompt filing is important as the date of entitlement for all programs is determined by the date the

signed application is received in the Local Office, or electronically, if filed online.

An individual has the right to apply and the right to have the determination of eligibility made without discrimination because of race, color, sex, age, handicap, religion, national origin, marital status, or political belief. An application must be provided without question or delay to any individual requesting assistance without regard to apparent ineligibility.

#### **1820.00.00 INITIAL CONTACT PERSON**

The individual who makes the initial request for assistance is referred to as the Initial Contact Person (ICP). An initial contact person may or may not be applying for themselves, and may or may not be interviewed. ) Refer to Section 2005.05.10 which explains who may be interviewed.

Rights and Responsibilities will be discussed in detail during the interactive interview with the eligibility worker.

#### **1825.00.00 Joint SSI/SNAP Application (S)**

A household where all members are receiving or applying for SSI benefits has the right to apply for SNAP benefits at the Social Security Office. An application is to be completed at the Social Security Office and forwarded to DFR for processing. The SSA office must prescreen the application for entitlement to expedited service the day the application is received at the SSA office, and enter "Expedited Processing" on the application, if appropriate. Also, the SSA office is to advise the household that expedited benefits may be provided sooner if they apply directly at the Local DFR Office. The date of application will be the date SSA date stamps the application, unless the application qualifies as expedited. The date of application for an expedited application is the date the application is received by DFR

#### **1830.00.00 APPLICATION REGISTRATION PROCESS**

Application registration begins the application process for individuals requesting assistance. The purpose of application registration is to:

Gather basic demographic information on the individual(s) for application completion;

Perform individual clearance, statewide clearance, prior contact checks and address inquiries through the Eligibility System;

Identify expedited SNAP AGs; and

Initiate tracking of applications through the Eligibility System.

### **1830.05.00            COMPLETION OF THE APPLICATION**

An application for assistance may be filed in any Local DFR Office regardless of where the applicant resides. Under no circumstances is an individual to be denied the right to apply for assistance.

A client may complete an online application in any local office and may request assistance in completing the application from a local office staff member. In the case of systems failure, any client visiting the local office for the purpose of completing an application will be provided with a paper application and may request staff assistance in completing the application.

The individual's legal name is to be used on the application in most cases. If the individual has an alias or has used other names in the past, it is important to establish which name the individual uses most frequently when doing business. The individual's most commonly used name is the name under which the case is to be established.

All other names by which the individual is known are to be documented in Comments.

An individual with no fixed home address may provide another mailing address at the time of application. If no other address is available to the client, the local office address may be used.

Once a signed application is received, the recorded information supplied by the ICP is not to be changed nor is information to be added. The date of application is the date on which a signed application is received by the Division. Any application received after 4:30 pm Eastern

time or on a non-business day, is to be recorded as received on the next business day.

When an invalid application is received (one without one of the three required elements), it is not recorded within the system and timeliness is therefore not tracked. If enough information is present on the application form, the submitter of the application will be notified via mail that the application is incomplete and that a complete application needs to be submitted.

**1830.25.00            SCREENING FOR SNAP EXPEDITED SERVICE (S)**

During the application registration process, every SNAP application must be screened for potential eligibility for SNAP expedited service. If the expedited questions on an application submitted online or by fax or mail are not answered, eligibility for expedited service cannot be determined until the interview. The prescreening questions on the application are the only questions used to determine eligibility for expedited service prior to the interview. The screening elements are as follows:

Households with less than \$150 monthly gross income and liquid resources do not exceed \$100 in the month of application;

Migrant or seasonal farm worker households that can be classified as "destitute" with liquid resources that do not exceed \$100; or

Migrant AGs are considered destitute and are eligible for expedited service when the only household income for the month of application:

Is received from a terminated source prior to the date of application; and/or

Is from a new source and no more than \$25 will be received by the 10th calendar day after the date of application. (f5b)

Households whose combined monthly gross income and liquid resources are less than the household's monthly rent or mortgage and utilities, including entitlement to a SUA in the month of application. The appropriate SUA is used to calculate the total shelter.

Individuals applying in a local office are screened at time of application. Those who are determined to be eligible for expedited service should be offered a same day appointment. Individuals who submit an application via internet, mail or fax who are determined eligible for expedited processing should be contacted via telephone to schedule an appointment next day or as soon as possible to accommodate authorization by the seventh day.

An AG previously certified with postponed verification(s), is entitled to expedite processing again only if:

The postponed verifications were subsequently provided after the previous expedited certification; or

The proposed verifications are currently provided; or

The AG has been certified under normal processing standards since the previous expedited certification.

To support timely processing, there are alerts generated within the eligibility system that serve as a reminder for expedited processing deadlines.

#### **1835.00.00 SCHEDULING/CONDUCTING THE INTERVIEW**

Interviews are scheduled same day or as soon as possible for clients eligible for expedited services. Expedited interviews may be in office or via telephone.

All other clients will be scheduled with sufficient time (at least 6 days in advance) for a system generated notice to be mailed from the eligibility system regarding appointment date, time and method.

Clients may select an office or telephone appointment on the application. If no selection is made, clients are scheduled for telephone appointments. Clients who would prefer an office interview may call the customer service line and request the change.

During the course of the interview, as a client's needs are made known to the eligibility worker, the worker should make appropriate referrals to services and service brokers (such as 211, food banks, etc.) to assist the client in meeting their needs.

Clients must be informed that if they wish to apply for additional programs, an application must be completed.

Clients who fail to attend a scheduled appointment will receive a notice of missed appointment that is system generated and mailed the business day following the missed appointment.

#### **1835.10.00            TRACKING THE APPLICATION**

Application timeliness is tracked by the eligibility system. If an application has not been processed a task is generated to eligibility staff 2 days prior to the 30<sup>th</sup> day as a reminder that the case is due.

#### **1835.15.00            DENYING AN APPLICATION**

If an individual does not keep an appointment within 30 days of the application date, the eligibility System generates an alert to the eligibility Worker. The Eligibility Worker must then take action to deny the application on the 30<sup>th</sup> day, or the following business day if the 30<sup>th</sup> day is a non-business day. An applicant may voluntarily withdraw the application at any time.