

NUMBER

#18-69-03

DATE

August 15, 2018

OF INTEREST TO

County Directors

County Financial Maintenance
Supervisors and Staff

Employment Services Providers

Tribal Nation Supervisors and
Staff**ACTION/DUE DATE**Please read information and
prepare for implementation
effective September 1, 2018.**EXPIRATION DATE**

August 15, 2020

Verification Time Frames

TOPIC

Request for verification due dates for cash programs.

PURPOSE

This bulletin provides information about changes in the timing of requests for verification before a case can be closed.

CONTACT

Submit policy questions through PolicyQuest.

SIGNEDNIKKI FARAGO
Assistant Commissioner
Children and Family ServicesCLAIRE WILSON
Assistant Commissioner
Community Supports
Administration**TERMINOLOGY NOTICE**

The terminology used to describe people we serve has changed over time. The Minnesota Department of Human Services (DHS) supports the use of "People First" language.

I. Background

Participants must report and county/tribal workers must act on all changes that affect program eligibility or benefit amounts. When such changes are reported, or discovered by a method other than a Household Report Form (HRF) or Combined Six Report (CSR), workers often must request verification of that information.

Currently, cash programs allow workers to send a 10-day request for verification and a 10-day adverse action notice at the same time, so the two 10-day periods overlap. In contrast, SNAP policy requires that the request for verification notice period does NOT overlap the adverse action notice period.

Moving forward, cash programs will align with this SNAP policy. Participants must be given 10 days to provide missing or incomplete information before a 10 day adverse action can be sent.

This change is intended to make program policies more uniform, simplify the process for processing changes, clarify expectations for program participants, and reduce Minnesota's SNAP Quality Control error rate.

It should be noted that reporting requirements policies for SNAP and cash programs have not changed.

II. Policy Alignment

Effective September 1, 2018, the following cash assistance programs will require that the 10-day request for verification does **NOT** overlap the 10-day notice of adverse action:

- Minnesota Family Investment Program
- Diversionary Work Program
- General Assistance
- Minnesota Supplemental Aid
- Housing Support
- Refugee Cash Assistance

III. County Actions Required

Verification Requirements

If the county/tribal agency receives information about a change in a household's circumstances that must be verified, and the change occurred outside of the household's reporting schedule, take the following steps:

1. Send a Verification Request Form A or B (DHS-2919A or DHS-2919B), and clearly indicate what verification must be provided or the actions the household must take to clarify its circumstances.
2. Write on the form the exact date by which the requested verification must be submitted.
3. Create a TIKL message for the due date for the household to return the requested information (see POLI/TEMP TE19.056 QTIP #56 DAIL/TIKL.).

4. **Do not close the case on the same day the request for information is requested.** The household has 10 days to return the verification. The 10-day count begins the day after the date the verification is requested. If it falls on a weekend or legal holiday, extend the due date to the following business day (See CM 0010.21).
5. Make sure to document on MAXIS:
 - a. The change in circumstance that required the request for verification (see CM 0008).
 - b. The verification due date, and the related TIKL message that was created in MAXIS case notes (See POLI/TEMP TE19.056 QTIP #56 DAIL/TIKL).
 - c. Update the appropriate MAXIS panels with the new information, when it is received, to finalize eligibility or benefit level determination or any other case management activities. Document your action in a case note.
6. If the participant fails to respond to the request for verification by the due date, or responds with insufficient information, send a 10-day adverse action notice to close the case (provided it is before the 10-day cut-off – see POLI/TEMP TE 19.132 QTIP #132 10-Day Cutoff/Production Calendar). Case note on MAXIS why you closed the case.

IV. Legal References

7 C.F.R. § 273.12(c)(3)(i) and (ii)

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