

SNAP COVID-19 Weekly FAQ 5/11/20

Extensions, Emergency Allotments, Interviews:

1) In the On Target and the FAQ, as well as during the statewide policy call, the information regarding extended certifications and emergency allotments included June. Has June now been included and, if so, will a transmittal be going out?

Yes, Oregon has received approval from FNS to include June in extended certifications, emergency allotments and P-EBT. An updated transmittal will be going out in the near future to address June emergency allotments.

2) A case closed in February but did not receive proper notice. We need to reopen the case and issue benefits for March through May, then send timely notice. Do we also issue the max allotment for these months?

Before we reopen the case, we should inform the participant of the agency error. The participant should know ahead of time that they are only eligible for March because we must allow due process; anything for April and May is an OVP and we should offer the 457d prior to issuing any supplements for April or May.

In regard to the April and May EA payments, we'd want to have the same discussion as they would be added to the overpayment balance.

The participant can then decide what they feel is best and we'll act according to their request.

3) The emergency allotment overissued SNAP benefits on a SNAP case, how should we proceed?

If over issuance is under \$100 no further action is needed. If the over issuance is \$100 or more, please refer the case for an overpayment.

The Business Analyst team is looking into this to see if there is something that can be done to prevent this in the future.

4) Our office interviews consumers and proactively sends out pre-completed 539As for consumers to review and sign, but some of the questions

are left blank or the participant to complete. The participant often signs the 539A and leaves these questions blank.

Is addressing these other questions in an interview or narration required if consumers aren't answering them on the 539A?

Yes, please address these other questions with the participant and narrate if participants aren't answering them on the 539A.

SNAP is currently under a no interview waiver, a formal interview is not required, but the workers can contact the consumer to clarify any needed information.

P-EBT:

5) We've heard from community partners, and some have seen on the news, that P-EBT will be cash benefits. Is this correct?

No. There was an inaccurate media release that misinformed the public by stating these were cash benefits, however, PEBT will be in the form of SNAP benefits for eligible students.

6) Will students who attend private schools, or those in preschools receive Pandemic EBT benefits?

All children who would receive free or reduced-price meals, if not for their school closure due to COVID-19, are eligible for P-EBT.

7) Will families doing JOBS Plus positions be eligible for PEBT?

Yes, but only if the child is eligible for free or reduce price school meals. PEBT is not a SNAP program benefits and SNAP Policy differs.

If you receive questions from families, please share the information from the SSP Communication email sent on Tuesday with subject Pandemic (PEBT) Benefits Available. There is still more information to be shared, please keep a look out for additional communication from SNAP. Please reach back out to us if you need additional assistance.

Confidentiality:

8) I received an email from a nonprofit requesting benefit verification. It stated they have a verbal release of information consent from the participant.

They want TANF/SNAP verification for housing assistance.

Please see transmittal SS-IM-20-008 (4/14/20) indicates that we would need to contact the participant to get a verbal release of information before we would give the participant's information to the other agency.

Please see the link below:

<http://www.dhs.state.or.us/policy/selfsufficiency/publications/ss-im-20-008.pdf>

Corrections:

9) I have received numerous questions about the new temporary rule for ERDC copay \$0.00. Staff are asking if during this change to the ERDC copay, would we continue allowing a deduction on the SNAP case?

Childcare copays should be coded to reflect what the customer is actually paying.

For new SNAP certifications and recertifications have a conversation with the family to determine their anticipated out of pocket childcare costs. If they anticipate no costs beyond the copay do not code a childcare deduction or you may code childcare deduction as \$0.00.

Narrate any conversations regarding a family's childcare costs to avoid QC errors.