

# **SNAP Interview Rights, Responsibilities & Required Statements**

Required for **ALL** SNAP interviews regardless of queue or method of contact

## **Opening Rights & Responsibilities**

(read and comment)

### **You have the right to:**

- Keep your SNAP case private;
- Get your SNAP benefits within 30 days after you apply, if you qualify for them, or within 7 days if you are in immediate need and qualify for faster service; and
- Have a fair hearing if you don't think the rules were applied correctly in your case. The request can be done orally or in writing, and you have the right to confer with legal counsel about any decision on your application or case.

### **You have the responsibility to:**

- Answer all questions completely and honestly, to the best of your ability, and
- Fully cooperate with Quality Control if your case is randomly selected for a review to evaluate if FSD's actions were correct.

## **Closing Statements**

(explain)

- Rejection reason, OR
- What verification is required to finish processing (if any); and
- Benefit amount (if known) and timing of payments; and
- Length of certification period, MCR timeframe, and reporting requirements outside of MCR.

### **Reporting Requirements:**

1. Gross monthly income exceeds [[gross income limit](#) for their household size],
2. A reduction in work hours worked by [any HH member(s) [subject to ABAWD requirements](#), by name], and
3. Lottery or gambling winnings that are equal to or greater than the [resource maximum](#) for elderly/disabled households.

## **Work Requirements**

(review and comment)

- Review and discuss the SNAP Work Requirement Consolidated notice ([FA-601](#)) with ALL HH's.
- Review SkillUP with all SNAP participants. Use the [IM-4 SkillUP flyer](#) to assist with this conversation. Make sure to explore:
  - Availability of transportation and location of nearest department of Workforce Development office, or SkillUP vendor. Lack of transportation may result in an excluded assessment code.
  - Each possible exemption and exclusion before coding a participant 22 MAN.
  - Any barriers or needs they may have in regards to employment and training when completing the IM-5 SkillUP Referral Form.

## **As Needed:**

**SSN** – If an SSN has not been provided, then before specifically asking for an SSN:

- “Providing a Social Security Number is voluntary, but benefits may not be approved for a person if it is not provided.”

**Immigration Status** – If a member is not a citizen, then before asking for immigration status:

- “Providing information about immigration status or sponsor is voluntary, but benefits may not be approved for a person if this is not provided.”

**EBT Training** – If the participant is new to SNAP or has questions about using SNAP benefits:

- Review the [IM-4 EBT](#) with the participant **and** mail them one.

**Other Assistance** – Provide information about other programs/assistance as appropriate:

- Other FSD benefits: Discuss other programs if participant appears potentially eligible.
- Other needs: If caller expresses a need for other types of assistance, then search/refer to [familyresources.mo.gov](http://familyresources.mo.gov).