

## **PPER Email 2014- 40 SNAP Recertifications and Interim Reports Deemed Urgent (Nov. 21, 2014)**

Staff is reminded that the following documents are considered Urgent:

- Interim Reports that are received within five calendar days of the document due date or the benefit end date;
- SNAP Recertifications that are received within five calendar days of the document due date or the benefit end date; and
- SNAP Recertifications received after the benefit end date (which are treated as new applications).

When a completed SNAP Recertification or Interim Report that meets the requirements for Urgent processing is mailed directly to or dropped off at the TAO the document must be registered and designated as Urgent in BEACON. It will then be assigned to the first available worker on the In-Person SNAP queue or to the assigned cash case manager (if applicable) for processing.

If an interview is required and the client is unable to stay to complete it or the document was received via mail, the assigned case manager must:

- follow all regular processing procedures for In-Person Actions/Notifications, initiating the Recertification, reinstating the case or creating a Request for Assistance (RFA) as appropriate and completing as much of the BEACON workflow as possible;
- attempt to reach the client via a cold call to conduct the interview;
- schedule an appointment and mail the appointment letter to the applicant if the cold call attempt was unsuccessful;
- prepare the document(s) for faxing to the Electronic Document Management Center (EDMC) making sure to:
  - Separate documents by household member and further by permanent versus non-permanent documents;
  - Print Document Coversheet(s) from BEACON; and
  - Mark the Status as Entered on the Document Coversheet.
- give the Fax Coversheet, submitted documents and any accompanying verification to the Waiting Area Coordinator (WAC) who will fax the prepared packets to the EDMC using a fax number designated for dropped off SNAP applications and Urgent Recertifications/IRs that require an interview only; and
- upon completion of the Action/Notification, write a narrative clearly documenting the status of the case and the steps taken.

This fax number was previously only used to send dropped off SNAP applications to the EDMC. Its use has been expanded to allow for the expedited scanning of

Recertifications and Interim reports that are deemed Urgent and for which an interview must be conducted. Documents faxed to the designated fax number are made available in BEACON by the next business day.

Standard procedures for processing Recertifications and Interim Reports Deemed Urgent will be available in the In-Person Procedures and Cash Procedures chapters of the Business Process Redesign (BPR) section of the Online Guide shortly.

See *Operations Memo 2014-33A: Electronic Document Management (EDM) Release 2.0 – Clarifications* for additional guidance on determining document urgency.