

This chart provides explanations around the most common reasons that SNAP is denied or closed, and what next steps to take.

Reason SNAP was denied or closed	How you know - language used on the closing or denial notice (listed on "Benefit Decision Notice")	Advice/troubleshooting/next steps
Application interview not held within 30 days from date of application.	Notice states the applicant did not finish the SNAP application.	<ul style="list-style-type: none"> <li>• Have household reapply</li> <li>• Make sure they can connect quickly to DTA to have the interview by phone or in-person.</li> <li>• If they tried to reach DTA during the application for the interview but could not get through, file appeal and contact legal aid.</li> </ul>
Missing verifications (proofs) - including: <ul style="list-style-type: none"> <li>• Applications denied on day 30</li> <li>• Applicants who got expedited then are denied ongoing SNAP on day 30</li> <li>• Closed at point of Recertification for missing proofs</li> <li>• Closed at point of Interim Report for missing proofs.</li> <li>• Other limited situations during the certification period</li> </ul>	Notice should state case is closed/denied for missing proofs, list out what is missing, and provide timeline for getting in documents without needing a new application.	<ul style="list-style-type: none"> <li>• Check the list of what's missing - did client already send it in? Is it actually correct/necessary?</li> <li>• If within 30 days of denial/closure, send in missing mandatory proofs to get case approved or reopened.</li> <li>• If the delay was the client's "fault" (for example, DTA followed noticing rules and client did not ask for help getting missing proofs), DTA will pro-rate the SNAP and start benefits as of the date all mandatory proofs were submitted.</li> <li>• If DTA made mistakes (for example, did not offer help when client asked, asked for unnecessary proofs) and you can't get DTA or the Ombuds to fix the case or address the incorrect pro-ration, file an appeal and get aid pending if appeal filed before effective date of the reduction/termination, or for Interim Report terminations within 10 days of Interim Report termination notice. There is no aid pending for</li> </ul>

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Contact [vnegus@mlri.org](mailto:vnegus@mlri.org) or [pbaker@mlri.org](mailto:pbaker@mlri.org) with questions.

		application denials or Recertification terminations.
Needs to be part of another SNAP case.	Notice states who needs to be included in another SNAP household.	<ul style="list-style-type: none"> <li>• Check that if an application or Recertification, DTA had the interview <i>before</i> denying SNAP for this reason.</li> <li>• Check household composition rules - is decision correct? Could household maximize SNAP by being together or apart?</li> <li>• If DTA made the wrong decision, file an appeal while also reapplying and contact legal aid.</li> </ul>
Over income for SNAP because of earned or unearned income.	Notice should say the household is over income (in the vast majority of situations this means the household is over the 200% gross income limit for the program).	<ul style="list-style-type: none"> <li>• Look at income information listed in the notice and see if it is up to date/correct</li> <li>• Confirm DTA is counting income correctly (eg. isn't counting non-countable income, old income, or double counting income).</li> <li>• Confirm the pay periods and amounts used to calculate gross income, make sure income counted is a reasonable estimate of anticipated income.</li> <li>• Check if anyone in household is paying out child support (legally-obligated child support can be excluded from income)</li> <li>• If income was correct but it has since gone down, encourage applying again.</li> <li>• If DTA made the wrong decision &amp; you can't get worker/Ombuds to fix it, file an appeal while also reapplying and contact legal aid.</li> </ul>
Application withdrawn	Notice says application was withdrawn.	<ul style="list-style-type: none"> <li>• Confirm with household they told DTA they wanted to have their application withdrawn - if</li> </ul>

		<p>they didn't, contact Ombuds.</p> <ul style="list-style-type: none"> <li>● If household appears eligible, try to find out why they wanted to withdraw and if concerns can be addressed.</li> </ul>
Failed to complete Recertification	<p>If the household sent DTA a complete Recertification form (including completing it by phone), but is missing verifications, DTA should send a "Notice of Benefits Ending." <i>MLRI is aware of widespread errors &amp; DTA not sending this notice out - please contact MLRI about these cases.</i></p> <p>If the household did not do the Recertification form, DTA does not send a closing notice. In this situation the IVR should say the closing was for failure to do the Recertification. Or, you can confirm this is the case by reviewing the documents page on DTACONnect - the cleanest indicator is if no notices were sent after the Recertification (sent 45 days before the date of termination).</p>	<ul style="list-style-type: none"> <li>● If household is missing proofs, tell them to send the proofs to DTA within 30 days of the end of the certification period (if the delay is the household's fault, SNAP will only go back to the date all proofs were submitted. See tips on pro-ration above).</li> <li>● If the household missed doing the paperwork entirely, file a new application or do the Recertification paperwork within 30 days.</li> <li>● Can appeal the termination (by appealing the Recertification notice), but no aid pending.</li> </ul>
Failed to complete Interim Report	<p>Termination notice should explain that DTA didn't get the Interim Report on time, or that they got the Interim Report but verifications are missing.</p>	<ul style="list-style-type: none"> <li>● Submit missing verifications as soon as possible. DTA may be able to re-open the case.</li> <li>● If after the termination date, reapply.</li> <li>● Can appeal the termination &amp; if appeal is done within 10 days of the date of the termination notice, can get aid pending (even if appeal is filed after effective date of termination).</li> </ul>

Ineligible non-citizen	Notice will say household or household members ineligible due to noncitizen status.	<ul style="list-style-type: none"><li>● Review immigrant eligibility rules for SNAP benefits.</li><li>● If worker made a mistake, contact the Ombuds and make sure DTA fixes the problem retroactively.</li><li>● If the fix is taking time to sort out, it may be good to file another SNAP application in the meantime (for example, if a worker incorrectly denied a Haitian entrant SNAP, and Ombuds needs more than a day to sort it out, file another application in the meantime to get SNAP on ASAP prospectively). Contact legal aid.</li></ul>
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