

SNAP Procedure for Removing Individuals from an FA Household

The following steps must be completed when removing individuals from a FA case. These steps must be completed on the Case Individual page for both the “Expedited Food” and the “Food Stamps” request line.

To remove an individual from an FA household:

1. Mark the individual as “No” for Requesting Aid

2. Mark the individual as “Yes” for Ancillary Member

3. Mark the individual as “No” for Not in the home

REMOVING MEMBERS FROM A FA HOUSEHOLD OR CLOSING FA CASES

{4.604.D}: When a FA customer requests to remove a household member or close their FA case, the change should always affect eligibility in a future month. This will prevent duplicate benefits or claims from being established for benefits that were previously issued. These requests are subject to the 21-Day Count though you always want to consider if the changes are being processed before or after batch cut off.

- 1) Go to the **Case Individual** page. Select the individual to be removed from the case.
- 2) Go to the **Program Requested Summary** tab.
- 3) Select the “Expedited Food” request line (if applicable).
- 4) Change the **Effective Begin Date*** and the **Request Date**.
 - These dates must match.
- 5) Change **Requesting Assistance** to “No.”
- 6) Change **Ancillary Member** to “Yes.”
- 7) Enter the **Date Reported**.
- 8) Save the page.

Complete the above steps for the “Food Stamps” request line using the same dates.

- 9) Go to the **Other Information** tab.
- 10) Enter the **Effective Begin Date**
- 11) Change **In Home** to “No.”
- 12) Enter the **Date Reported**.
- 13) Save the page.

Complete the above steps on both tabs in the **Case Individual** page for all members leaving the household.

***Note:** the **Effective Begin Date (EBD)** date can be determined by the **Navigating Effective Begin and End Dates** document. Always consider if the individual already received benefits in the household during the month the action is being taken and for the next month if the action is being taken after batch cutoff. Review the FA Use Month to see if an FA Use Month change is needed.

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Example: on March 10, 2016 the customer reports that their son left the home on March 1, 2016. They tell you he applied for his own case on March 4, 2016. The customer has already received March benefits for their household, so the son is ineligible to receive benefits on his own case for March. Enter the EBD and Request Date as 04/01/2016. If the action to remove the son occurred after March batch cutoff, the EBD and Request Date should be 05/01/2016.

WHEN DO I REMOVE A HOUSEHOLD MEMBER OR CLOSE A FA CASE BY CUSTOMER’S REQUEST?

THE MONTH THE COUNTY TAKES PROCESSES THE REQUEST	IF THE ACTION WAS MADE BEFORE NOAA CUT OF THE FA USE MONTH WILL BE	IF THE ACTION WAS MADE AFTER NOAA CUTOFF, THE FA USE MONTH WILL BE
JANUARY	FEBRUARY	MARCH
FEBRUARY	MARCH	APRIL
MARCH	APRIL	MAY
APRIL	MAY	JUNE
MAY	JUNE	JULY
JUNE	JULY	AUGUST
JULY	AUGUST	SEPTEMBER
AUGUST	SEPTEMBER	OCTOBER
SEPTEMBER	OCTOBER	NOVEMBER
OCTOBER	NOVEMBER	DECEMBER
NOVEMBER	DECEMBER	JANUARY
DECEMBER	JANUARY	FEBRUARY

Remember: The agency must act on any change reported by a simplified reporting household that may increase benefits. The agency must not act on changes that will decrease benefits unless:

- The Head of Household can request their case to be closed
- The Head of Household can request any member removed
- The household is applying for benefits in another state
- An adult household member can ask to be removed