SNAP Procedure for Removing Household Members

When a SNAP customer requests to remove a household member, or close a case, the change may effect the SNAP case during the certification or at Renewal. Follow these steps when removing individuals from a SNAP case, and refer to the **21-Day Count Desk Aid** for when changes may take effect.

To remove an individual from an SNAP household or close a case:

1. Navigate to the **Case Individual Programs Requested** page and select the individual from the dropdown list at the top of the page.
   a. Select the appropriate Effective Begin Date (EBD). (refer to Online Help.)
   b. Mark Requesting Assistance as **No**.
   c. Enter the Date Reported.
   d. Select Save.

2. Navigate to the **Case Individual** page. (Select the individual from the dropdown list.)
   a. Select the appropriate Effective Begin Date (EBD) (refer to Online Help)
   b. Mark In Home as **No**.
   c. Enter the Date Reported.
   d. Select Save.

3. Run EDBC and review Wrap Up before Authorizing.

Example

On March 10 the customer reports that their son left the home on March 1. They tell you he applied for his own case on March 4. 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/year. If the action to remove the son occurred after March batch cutoff, the EBD and Request Date should be 05/01/year.