

## Withdrawal: HOW & WHY

- A SNAP household may withdraw their application at any time prior to the determination of eligibility OR voluntarily terminate participation in SNAP after eligibility has been determined.
- Eligibility workers should refrain from encouraging or suggest that a household withdraw their application. The sole decision should be on the applicant/household.
- Withdrawing an application is different than denying a case because they are determined to not or no longer be eligible for assistance OR they didn't provide the verification needed to determine their case.
- The withdrawal can be verbally requested in the presence of a worker or in writing.

## Withdrawal: Scenarios

1. Franny Sue came in and applied for SNAP but during the interview, she decides that she doesn't want to follow through with the application because she doesn't want to provide her husband's information. As a worker, what now? Is that allowed and, if so, what do I need to do in CBMS?

**At intake we would take action to withdraw the application at the client's request.**

**REMINDER: Case comments must specify the reason the client requested a withdrawal.**

2. Angelo came in and applied for SNAP and was subsequently approved. During his certification process he moved in with his girlfriend and decided that he no longer wanted SNAP benefits. As a worker, what now? Is that allowed, what do I need to do in CBMS?

**In ongoing mode we would mark Angelo as no longer requesting assistance. This will result in the case closing or discontinuing at the client's request.**

3. Gary applied and was approved for SNAP but during his certification he got a new job that requires him to move out of the State. As a worker, what now? Is that allowed, what do I need to do in CBMS?

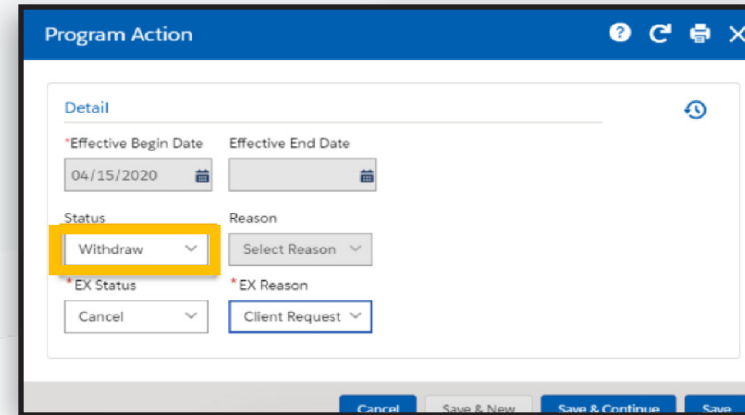
**This would be a case closure at Gary's request because he is no longer a CO resident. He did not have to report this change to us due to a rule called simplified reporting. He could have moved and allowed his case to be closed for missed recertification at the end of his certification period.**

# SNAP: Client Withdrawal

## STEP 1:

Open "Program Action" in client's SNAP application.

## 3 Steps to Withdraw SNAP Benefits



The screenshot shows the 'Program Action' form with the following fields:

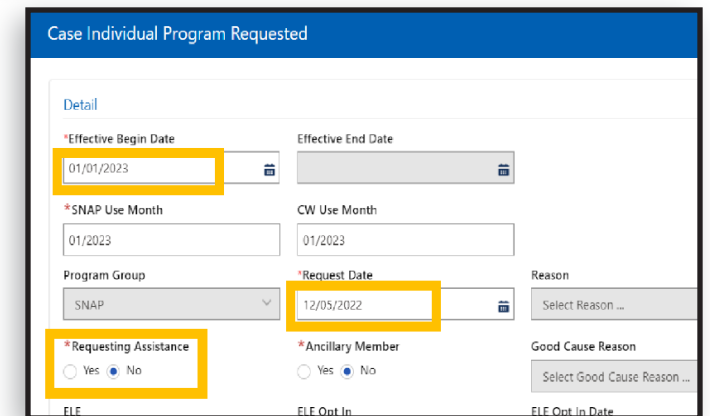
- Effective Begin Date: 04/15/2020
- Effective End Date: (empty)
- Status: Withdraw (highlighted)
- Reason: Select Reason (dropdown)
- \*EX Status: Cancel (dropdown)
- \*EX Reason: Client Request (dropdown)

## STEP 2:

Select "Withdraw" in the Status dropdown menu.

## STEP 3:

In "Case Individual Program Required" menu, set Effective Begin Date as the first day of the month the follows the actual request date. This will set the month for Adverse Action.



The screenshot shows the 'Case Individual Program Requested' form with the following fields:

- Effective Begin Date: 01/01/2023 (highlighted)
- Effective End Date: (empty)
- \*SNAP Use Month: 01/2023
- CW Use Month: 01/2023
- Program Group: SNAP
- \*Request Date: 12/05/2022 (highlighted)
- Reason: Select Reason ...
- \*Requesting Assistance: No (radio button selected)
- \*Ancillary Member: No (radio button selected)
- Good Cause Reason: Select Good Cause Reason ...

**Transitional SNAP & Withdrawal:** If the household opts out of Transitional SNAP (T-SNAP), reapplies and is determined eligible for a benefit lower than T-SNAP benefit, the local office shall encourage the household to withdraw its application and continue to receive T-SNAP benefits.