



SNAP: Client Withdrawal

WITHDRAWAL: HOW AND 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. 3 Steps to Withdraw SNAP Benefits
- 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?
 - a. **At intake we would take action to withdraw the application at the client's request.**
 - b. **REMINDER**: Case comments must specify the reason the client requested a withdrawal.

Snap Desk Aid: Client 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?
 - a. **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?
 - a. **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.**

3 STEPS TO WITHDRAW SNAP BENEFITS

Step 1

Open “Program Action” in client’s SNAP application.

Step 2

Select “Withdraw” in the Status dropdown menu.

The screenshot shows a web application window titled "Program Action". The window has a blue header bar with standard window controls (help, refresh, print, close). Below the header, there is a "Detail" section with a refresh icon. The form contains several fields: "Effective Begin Date" (04/15/2020), "Effective End Date" (empty), "Status" (Withdraw), "Reason" (Select Reason), "EX Status" (Cancel), and "EX Reason" (Client Request). The "Status" dropdown menu is highlighted with a purple box. At the bottom of the form, there are four buttons: "Cancel", "Save & New", "Save & Continue", and "Save".

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.

Case Individual Program Requested

Detail

*Effective Begin Date	Effective End Date	
<input type="text" value="01/01/2023"/>	<input type="text"/>	
*SNAP Use Month	CW Use Month	
<input type="text" value="01/2023"/>	<input type="text" value="01/2023"/>	
Program Group	*Request Date	Reason
<input type="text" value="SNAP"/>	<input type="text" value="12/05/2022"/>	<input type="text" value="Select Reason ..."/>
*Requesting Assistance	*Ancillary Member	Good Cause Reason
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text" value="Select Good Cause Reason"/>

TRANSITIONAL SNAP AND 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.

ACCESSIBILITY

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