

DEPARTMENT OF HUMAN RESOURCES FAMILY INVESTMENT ADMINISTRATION	FOOD SUPPLEMENT PROGRAM MANUAL	
FILING AN APPLICATION	Section 400	Page 1

400.1 Purpose

This section provides the policies regarding obtaining and filing an application.

400.2 General Policy

- A. The application process begins with a request for an application form, and ends with notification of the household's eligibility or ineligibility.
- B. Normally, households must be given an opportunity to participate, if eligible, no later than 30 days from the date an application is filed.
- C. Households determined eligible must be provided Food Supplement Program (FSP) benefits retroactive to the day of application. An application must be filed in order to establish and protect the right to retroactive FSP benefits. This is one of the reasons it is important to encourage households to file an application the same day they contact the FSP office.
- D. An interview is not required before a household files the application.
- E. Households may file an incomplete application as long as it contains the applicant's name and address, and is signed by a responsible adult member of the household or an authorized representative.

400.3 Filing an Application

- A. The application forms are as follows:
 - 1. The CARES generated Eligibility Determination Document (EDD);
 - 2. The DHR/FIA 9701(Eligibility Determination Document);
 - 3. The SAIL electronic application;
 - 4. The DHR/FIA 9702 (Eligibility Determination Document for a One-Person Household); or
 - 5. Forms designed by the local department upon approval by the Family Investment Administration.
- B. Households may file FSP applications by submitting the appropriate form to the FSP office in person, through an authorized representative, by mail or electronically by fax or other electronic device.

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400.3 Filing an Application (continued)

- C. Households have the right to file an application form on the same day they contact the FSP office.
- D. Local departments will encourage households to file an application form the same day the household or its representative contacts the FSP office in person or by telephone.
- E. An application is not considered filed and processing standards do not begin until the certification office designated to serve the area in which the household is living receives the application. An application submitted to the wrong office is not considered to be filed and processing standards do not begin until the application is received in the correct office.
- F. Application forms must be readily accessible to potentially eligible households and to groups or organizations involved in outreach efforts.
- G. The local department will give an application to anyone requesting one immediately.

400.4 Initial Contact with Potentially Eligible Households

- A. Advise the household of its filing rights (see Section 400.3). Give the household other information as needed or requested.
- B. Determine the household's address or residence to ensure that the household has contacted the appropriate office (the certification office designated to serve the area in which the household is living).

400.41 In-Person Contact

- A. Encourage the household to file an application on the date of initial contact.
- B. Make sure that the application form is "completed and signed" (contains at least the applicant's name, address and contains the signature of an adult household member or authorized representative).

400.42 Telephone Contact

- A. Advise the household of its filing rights. Give other information as needed or requested.

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400.42 Telephone Contact (continued)

- B. Determine the household's address or location to ensure that the household has contacted the appropriate office (the certification office designed to serve the area in which the household is living).
- C. Encourage the household to come to the office to file an application the same day.
- D. Mail an application to households who request one.

400.43 Mail Contact

- A. If the household's request is for FSP assistance, mail the application form (and other available appropriate information such as pamphlets, informational literature, etc.) to the household on the same day.
- B. Ensure that the household has contacted the appropriate office (the certification office designated to serve the area in which the household is living).
- C. Ensure that applications returned to the local department are "completed and signed."

400.44 Filing an Electronic Application

- A. In addition to filing an application by submitting the forms in person, through an authorized representative or the mail, the household can file a FSP application by faxing or other electronic device a signed application to the local department.
 1. For a SAIL application the date of filing is the date the local department receives the signature page.

Note: It is important to match the signature page with the downloaded application as quickly as possible. When the local department receives the signature page, it must date stamp the page, screen the SAIL application on CARES, and schedule an appointment for the interview.

2. Local departments must hold the downloaded SAIL application for 60 days while waiting for the customer to mail, fax or hand deliver the signature page. The local department can destroy the SAIL application after 60 days if the signature page is not received,

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400.44 Filing an Electronic Application (continued)

- B. The local department must document the date the application was filed by stamping or noting on the application the date of receipt in the local office.
- C. Determine the household's address or location to ensure that the household has contacted the appropriate office (the certification office designed to serve the area in which the household is living).
- D. Contact the household (by phone or mail) regarding additional information (if required) and other available appropriate information such as pamphlets, informational literature, etc.) to the household on the same day.
- E. Contact the household by phone or mail to schedule an in-office interview or conduct a telephone interview if required.
- F. Ensure that expedited processing standards are met for any household potentially eligible for expedited processing.

400.5 Applicant Contacts the Wrong Office

- A. If the household has contacted the wrong district or county office, (the household is not living in that district or county), the local department will inform the household of the appropriate office location.
- B. The local department will provide the household with an application form unless the household is living in another state.
- C. The local department will provide any additional information as needed or requested. For example:
 - 1. Advise the household of its filing rights.
 - 2. Give other information as needed or requested.
 - 3. Encourage the household to contact the appropriate office – give the household the address and telephone number of that office.
 - 4. Offer to forward the “completed and signed” application form to the appropriate office the same day it is submitted, but advise the household that the application is not considered filed and processing standards do not begin until the application is received by the appropriate office. The application can be forwarded the next day by any means that ensures the application arrives at the correct office the day it is forwarded (i.e. fax).

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400.5 Applicant Contacts the Wrong Office (continued)

5. Mail the application to the appropriate office on the same day if the household has mailed its application to the wrong office within a project area. The application can be forwarded by any means that ensures the application arrives at the correct office the day it is forwarded (i.e. fax).

NOTE: The date used for statistical purposes is the date the application is received at the correct office.

400.6 Providing a Copy of the Application to the Household

The local department must provide the household with:

- A. The opportunity to review the Eligibility Determination Document (EDD) when the household applies for FSP benefits at the local department and has a face to face interview;
- B. A copy of the EDD for their personal records.

400.7 Withdrawing an Application

The withdrawal of a FSP application must be a voluntary action by the customer.

- A. Customers have the right to have their applications reviewed and eligibility determined based on all factors of eligibility.
- B. Case managers **must not** make an informal decision on the FSP application by suggesting customers withdraw their applications even if the customer appears to be ineligible because it:
 1. Is an eligibility decision made outside the scope of monitoring and record keeping, and
 2. Impinges on the customer's rights to have their eligibility reviewed.
- C. Case managers must:
 1. Encourage customers to file an application for FSP even if they are discouraged from filing a cash assistance application.
 2. Encourage customers to file an application at first contact with the local department.

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400.7 Withdrawing an Application (continued)

3. Remember the decision to withdraw an application must be the customer's decision for the customer's own reasons.
4. Document in the case record narration why the customer withdrew the application and that contact was made with the household to confirm the withdrawal.
5. Advise customers of the right to reapply at any time after a withdrawal.