



**COMBINED MANUAL
DESCRIPTION OF CHANGES ATTACHMENT
REVISED SECTIONS – ISSUED 05/2015**

The EFFECTIVE DATE of the changes is the same as the issuance date unless stated otherwise.

0005.06.03 (Who Can/Cannot Be Authorized Representatives) in SNAP in the 3rd paragraph updates the title of the SNAP Director in the Economic Assistance & Employment Supports Division.

0011.12 (Institutional Residence) in SNAP in the 2nd paragraph in the 4th bullet changes "battered women" to "battered persons".

0027.18 (Effect of Appeal Decision) in the 3rd paragraph updates the title to SNAP Policy Liaison at DHS Economic Assistance & Employment Supports Division.

0028.03.03(Employment Services/SNAP E&T Required Components) in SNAP in the last paragraph updates FSET Manual to the Supplemental Nutrition Assistance Program Employment and Training Manual (SNAP E&T Manual). No policy was changed.

0030.01 (Voluntary Agencies (VOLAGS)) in the last paragraph it deletes World Relief of Minnesota and adds Arrive Ministries to the list of VOLAGs under contract with the State Resettlement Programs Office to administer the RCA Program.

0030.03.01 (Processing RCA Applications) under the sub-heading SECONDARY MIGRANTS AND ASYLEES in the 2nd paragraph it updates the name for IIMN. It also in the 5th and 7th bullets changes the contact information to Aziza Mama.

0030.27 (RCA Moves Within the State) under the sub-heading MOVE FROM A COUNTY ADMINISTERED TO A VOLAG ADMINISTERED PROGRAM in the 1st paragraph in the 1st bullet updates wording and dates. It also in the 2nd and 4th bullets changes the contact information to Aziza Mama and Zaid Al Showbacki.

WHO CAN/CANNOT BE AUTHORIZED REPRESENTATIVES0005.06.03

County agency employees who determine eligibility for assistance cannot act as authorized representatives.

MFIP:

The authorized representative must be at least 18 years old and have sufficient knowledge of the unit's circumstances to provide necessary information.

Meal providers for the homeless cannot be authorized representatives for homeless units.

DWP:

Follow MFIP, EXCEPT reference to the food portion of MFIP does NOT apply.

SNAP:

Any household member, regardless of age, can be an authorized representative. Authorized representatives who are NOT household members must be age 18 or older, EXCEPT for emergency authorized representatives. All authorized representatives must have sufficient knowledge of the unit's circumstances to provide necessary information.

Meal providers for the homeless cannot be authorized representatives for homeless units.

If the unit must have an authorized representative, but no one else is available, the following people may be an authorized representative ONLY IF you obtain written approval from the SNAP Director in the Economic Assistance & Employment Supports Division at DHS:

- County employees who issue SNAP benefits. (This does not include county agency employees who determine eligibility for assistance.)
- Retailers authorized to accept SNAP benefits.
- People disqualified for intentional program violations during the disqualification period.
- People disqualified for the illegal use or sale of SNAP during the disqualification period.
- People disqualified as authorized representatives.

GA, MSA, GRH:

The authorized representative must be at least 18 years old and have sufficient knowledge of the unit's circumstances to provide necessary information.

MFIP, DWP:

Living in an institution does not always cause ineligibility. See [0014.09 \(Assistance Units - Temporary Absence\)](#) for how temporary absences, including institutionalization, affect eligibility.

See [0011.21 \(Receipt of Other Assistance\)](#) for eligibility for some residents of Rule 31 facilities.

SNAP:

Consider people who get more than 50% of their meals from an institution where they live to be residents of institutions.

Residents of institutions are ineligible for SNAP unless they live in:

- Federally subsidized housing for the elderly.
- Facility or treatment center for the purpose of regular participation in a drug or alcohol treatment and rehabilitation program. (Children living with their parents in a treatment facility are eligible if the parents are eligible.) However, people who participate only in a detoxification program are not eligible for SNAP while in the facility. For the definition of DRUG ADDICTION OR ALCOHOLIC TREATMENT AND REHABILITATION PROGRAM, see [0002.17 \(Glossary – Displaced Homemaker...\)](#). Also see [0005.06 \(Authorized Representatives\)](#), [0011.12.01 \(Drug Addiction or Alcohol Treatment Facility\)](#).

Counties that receive applications from facilities that are unlicensed should contact the SNAP Program Manager at the MN Department of Human Services.

- Group living arrangements for disabled or blind people who get:
 - Social Security disability (Title II).
 - Supplemental Security Income (Title XVI).
 - Social Security benefits under Title I, X, or XIV.
 - Minnesota Supplemental Aid (MSA).
 - Annuity payments under section 2(a)(1)(iv) or 2(a)(I)(v) of the Railroad Retirement Act of 1974.
 - General Assistance interim assistance or MA based on disability or blindness if the criteria to determine disability is as strict as that used by SSI.
- Public or private residential facilities serving battered persons and their children.
- Public or private non-profit shelters for the homeless.

NOTE: Students who do not receive over 50% of his/her meals from an institution such as a college/university, would NOT be considered automatically ineligible for SNAP due to living at the institution or not living at the institution. Review the SNAP eligibility criteria for students outlined in [0011.18 \(Students\)](#).

Depending on the facility, people may apply on their own behalf or through an authorized representative. See [0005.06 \(Authorized Representatives\)](#), [0014.03.06 \(Determining the SNAP Unit\)](#).

MSA:

Only the following people living in institutions are eligible:

- People for whom MA pays the cost of care. This includes people in Regional Treatment Centers who have developmental disabilities as their primary diagnosis.

- People in IMDs, EXCEPT for Regional Treatment Centers.

See [0020.21 \(MSA Assistance Standards\)](#) for assistance standards for people living in institutions.

Some people may continue to get MSA while they are in an ineligible institution. See [0014.09 \(Assistance Units - Temporary Absence\)](#).

People in group residential housing who meet an MSA basis of eligibility are income ineligible for MSA.

GA:

People living in penal institutions or admitted as inpatients to licensed hospitals are ineligible. GA participants are eligible through the end of the month they enter the institution or are admitted to the hospital.

GRH:

People who live in 1 of the following establishments may be eligible for GRH payment if the county agency has a GRH agreement with the provider and the participant meets other GRH eligibility criteria:

- An establishment licensed by the Minnesota Department of Health as a:
 - Hotel and restaurant.
OR
 - Boarding and lodging establishment.
OR
 - Non-certified boarding care home.
OR
 - Supervised living facility.
- An establishment registered with the Minnesota Department of Health as a housing with services that provides 3 meals a day.
- An establishment licensed by DHS as a family or corporate adult foster home.

Some people may continue to get GRH while they are in another living arrangement. See [0014.09 \(Assistance Units - Temporary Absence\)](#).

When a client wins an appeal, calculate and issue any corrective payments. See [0025.09 \(Correcting Underpayments\)](#).

When a client who continues to receive benefits during the appeal process loses an appeal, stop or change benefits at the next issuance date. No notice is required at this time.

For MFIP, DWP, and SNAP cases, the Appeals Office attaches the [Compliance With State Decision \(DHS-0666\) \(PDF\)](#) to the appeal decision. Complete and return the form to the SNAP Policy Liaison at DHS Economic Assistance & Employment Supports Division.

If the appeal decision finds the client to be ineligible, calculate the amount the client must repay for all months the client continued to receive benefits. See [0025 \(Benefit Adjustments and Recovery\)](#).

MFIP:

Counties must offer ALL the following services as part of MFIP Employment Services (MFIP-ES):

- An overview of MFIP-ES.
- An assessment of the participant's ability to obtain and maintain employment which includes a review of the participant's education level, prior employment, transferable work skills, and a review of existing job markets.

In addition, an assessment for participants who:

- Have barriers to employment the job counselor believes will not be overcome through job search.
OR
- Have completed 6 weeks of job search without obtaining suitable employment. See [0028.18.03 \(Suitable/Unsuitable Work\)](#).
OR
- Are working 20 or more hours per week and the job counselor, the county, or the participant requests an assessment.
OR
- Are already involved in training or education activities at the time of enrollment in MFIP-ES.
OR
- Have worked for 6 consecutive months for an average of more than 20 hours per week.
OR
- Have met Family Stabilization Services (FSS) criteria. For more information on FSS, see [Employment Services Manual](#).
- Assistance in developing an Employment Plan for participants who qualify for the Family Violence Waiver. This includes providing clients with the [Family Violence Referral \(DHS-3323\) \(PDF\)](#), referring them to an appropriate county or community agency. See [0005.12.12.09 \(Family Violence Provisions/Referrals\)](#), [0028.15 \(Employment Plan \(EP\)\)](#).
- Help in developing the participant's Employment Plan. See [0028.15 \(Employment Plan \(EP\)\)](#).
- Intensive job search.
- Coordination and/or provision of services a participant needs to fulfill the terms of the Employment Plan, including post-employment follow-up.

DWP:

Within 1 working day of determining that the applicant is eligible for DWP, but before benefits are issued to or on behalf of the family unit, refer all caregivers to Employment Services. The referral to DWP Employment Services must be in writing and must contain the following information:

- Notification that, as part of the application process, applicants are required to develop an Employment Plan or the DWP application will be denied.
AND
- The Employment Services Provider's name and phone number.
AND
- The immediate availability of supportive services, including, but not limited to, child care, transportation, and other work-related aid.
AND
- The rights, responsibilities, and obligations of participants in the program, including, but not limited to, the grounds for good cause, the consequences of refusing or failing to participate fully with program requirements, and the appeal process.
AND
- Employment Plans may not be written for longer than 4 months.

SNAP:

The following services may be provided and funded with the county's SNAP E&T allotment:

- Orientation to the program and mandatory responsibilities. This includes the notices, contacts, and other activities needed to schedule participants newly referred.
- Counseling. This includes individual assessment, testing, development of the EDP, vocational counseling, encouragement and support, placement assistance, referrals, and coordination of services. See [0028.03.04 \(SNAP E&T Assessment/EDP\)](#).
- Training and education. SNAP E&T participants may participate in short-term technical or post-secondary education (up to 2 years), provided the Employment Services Providers (ESP) approves the program as part of the participant's EDP. Training/education may include:
 - ESL classes for participants who do not speak English well enough to obtain employment.
 - Adult Basic Education (ABE) for participants who need remedial education in order to obtain employment.
 - High school education or equivalent programs for participants who have not completed high school.
 - Post-secondary education or training of 2 years or less in duration.
- On-the-job training (OJT).
- Job search, job search training, and job club.
- Work experience placements (workfare) for ABAWDs who are subject to the 3 month SNAP eligibility limit. Work experience is unpaid work in a public or private non-profit agency.

When circumstances require intervention in areas outside the expertise of the ESP or require other resources, make referrals to the appropriate county or community agency. Issues which are often likely to require a referral include chemical dependency, mental or emotional health problems, family violence, physical health problems, and legal problems.

For more information about a specific service, see [SNAP E&T Manual 5.3 \(SNAP E&T Services\)](#).

MSA, GA, GRH:

No provisions.

The Refugee Cash Assistance Program (RCA) is a public/private partnership with local resettlement voluntary agencies (VOLAGs) to administer RCA.

VOLAGs are responsible for providing refugees with initial housing, essential furnishings, food, and clothing for the first 90 days after arrival in the United States. VOLAGs are provided with a resettlement grant of approximately \$900 per refugee to provide these services.

Voluntary Agencies (VOLAGs) administer the RCA Program in the following 8 counties: Anoka, Carver, Dakota, Hennepin, Olmsted, Ramsey, Scott, and Washington.

Refugees who apply for RCA in the above 8 counties, will file the Combined Application Form (CAF) with the VOLAG which administered their resettlement. For more information on RCA applications in VOLAG counties, see [0030.03.01 \(Processing RCA Applications\)](#).

The following VOLAGs are under contract with the State Resettlement Programs Office to administer the RCA Program:

- Catholic Charities, Archdiocese of St. Paul & Minneapolis.
- Catholic Charities, Diocese of Winona.
- International Institute of Minnesota.
- Lutheran Social Service.
- Minnesota Council of Churches.
- Arrive Ministries.

Whether an applicant files the Combined Application Form (CAF) with the county or with the VOLAG, the date of application is the date the signed CAF Page number 1 is date stamped or signed/dated as received by either a county worker or a VOLAG worker.

In non-VOLAG-administered counties, an applicant may also submit an ApplyMN application to the county agency. ApplyMN applications are electronically date stamped upon submittal. The date and time of submittal appears in the "Date Received" field of the PDF or XML versions of the application. Use this date as the date of application.

Applicants do not need to provide a social security number to be eligible for RCA. Do not delay or deny the RCA because the applicant does not have or has not received a social security number.

New arrivals into the state who reside in a VOLAG-administered county must file their RCA applications with the Voluntary Agency (VOLAG) that processed their resettlement. For the list of the 8 VOLAG-administered counties and VOLAGs, see [0030.01 \(Voluntary Agencies \(VOLAGS\)\)](#).

A few new arrivals may not understand that they must file an application with the VOLAG that resettled them. If they file an application at the county ask the applicant if they are newly arrived in the U.S. or have moved from another state (secondary migrant) or are an approved asylee. If they are new arrivals, date-stamp the application and send the applicant back to their VOLAG for RCA eligibility. If they are secondary migrants or asylees, follow the procedures listed below under SECONDARY MIGRANTS AND ASYLEES.

VOLAG-ADMINISTERED RCA

When an applicant files a CAF with a VOLAG and the application includes a request for Supplemental Nutrition Assistance Program (SNAP), the VOLAG worker must:

- Enter the CAF Page number 1 on the same day it is received at the VOLAG.
- Review for expedited SNAP eligibility (immediately FAX a copy of the CAF if applying for SNAP and the applicant appears to be eligible for expedited service).
- Immediately FAX the CAF Page number 1 to the county if the applicant requests SNAP.
- Conduct an RCA and SNAP intake interview.
- Obtain all verifications mandatory for RCA eligibility.
- Process the RCA eligibility.
- FAX a copy of the CAF and verifications to the county contact person to process the SNAP.

NOTE: Another face-to-face intake interview is not required for processing the SNAP. For information on requirements for processing expedited SNAP services, see [0004.06 \(Emergencies - 1st Month Processing\)](#).

The VOLAG eligibility staff will also:

- Provide RCA program orientation.
- Review Combined Six-Month Reports (CSRs) for RCA cases also receiving SNAP and FAX copies of the CSR and attachments to the county agency. A participant will not be required to report to both the VOLAG and to the county agency when a change occurs. The VOLAG will immediately report any changes to the county via SIR mail or by phone.
- Complete the 7-month RCA review.
- Maintain the RCA case through the 8-month eligibility period.

SECONDARY MIGRANTS AND ASYLEES

Secondary migrants are refugees who are originally resettled in another state but choose to move to Minnesota after resettlement. See SECONDARY MIGRANT in [0002.59 \(Glossary: RSDI...\)](#). Asylees are people who are already present in the U.S. and have established a well-founded fear of persecution if returned to their home country and have been granted asylum. See ASYLEE in [0011.03.18 \(Non-Citizens - People Fleeing Persecution\)](#).

Once the county agency determines an applicant may be eligible for RCA, the county must:

- Immediately process any requests for SNAP.

NOTE: Most of these applicants may be eligible for expedited SNAP, see [0004.04 \(Emergency Aid Eligibility - SNAP/Expedited Food\)](#).

- Inform the client that the application for RCA will be faxed to the contact person at the International Institute of MN (IIMN) for referral to a VOLAG to determine their eligibility for RCA.
- Tell the applicants that they will receive a phone call from the contact at IIMN within 7 days.
- Ensure there is a current phone/contact listed on the application.
- Provide the contact person's name, agency and phone number (651-647-0191 Ext. 348) in writing to the applicant.

Aziza Mama - International Institute of MN (IIMN)
Phone: 651-647-0191 Ext 348

- Encourage the applicant to call the contact phone number if someone has not contacted them within 7 days.
- Fax the entire application and all other verifications to IIMN. FAX number: 651-647-9268, Attn: Aziza Mama.

When IIMN receives a referral from 1 of the 7 VOLAG-administered counties, the eligibility coordinator:

- Enters a CASE/NOTE regarding the receipt of the application.
- Contacts the applicant by phone within 7 days of receipt of the application.
- Enters a CASE/NOTE regarding any contacts or attempted contacts with the applicant.
- Refers the case to the VOLAG of the client's choosing.

After 7 days, if unable to contact the applicant or there is no response, the eligibility coordinator sends the applicant a memo requesting they call IIMN. This memo will be written in both English and the client's preferred language as indicated on the application. If the client fails to respond within 30 days from the date the memo is sent, the RCA application will be denied for failure to complete an interview.

NOTE: The VOLAG worker is required to perform another face-to-face intake interview for RCA.

COUNTY ADMINISTERED RCA

All applicants, including secondary migrants and asylees, residing outside of the 8 VOLAG-administered counties will continue to file the CAF with the agency in their county of residence. These county agencies will process RCA applications and maintain RCA

cases through the 8-month RCA eligibility period.

For moves from a county-administered program to a VOLAG-administered program or moves from a VOLAG-administered program to a county-administered program, see [0030.27 \(RCA - Moves Within the State\)](#).

For RCA closing instructions, see [0030.21 \(Closing/Terminating RCA\)](#).

When a client moves within the state, this may affect how their RCA case is administered. Moves involve good communication between the original county of residence and the new county of residence, which may also involve the VOLAG eligibility staff. The county staff and the VOLAG staff should consult on who will perform the tasks listed below.

MOVE FROM A VOLAG ADMINISTERED COUNTY TO A COUNTY ADMINISTERED PROGRAM.

When an RCA participant moves from 1 of the 8 VOLAG administered counties to a county administered program, the transferring county and/or VOLAG worker must:

- Contact the VOLAG eligibility staff /county financial worker regarding the move to determine who will complete the transfer tasks.
- Enter the last day of the month of the move as an end date on STAT/ALTP.
- Remove the VOLAG eligibility staff logon id as the secondary worker in SPEC/XFER.
- Transfer the MAXIS case to the new county of residence.

If the participant does not have an EBT card, the new county of residence must contact the participant to schedule an appointment for the participant to attend EBT training and issue the EBT card.

The new county of residence should review the RCA case and follow the policies and procedures for maintaining the RCA case through the remainder of the eligibility period. This includes the policies regarding referral and participation in employment services in the new county of residence, sanctions for non compliance and recovery of overpayments when applicable.

MOVE FROM A COUNTY ADMINISTERED TO A VOLAG ADMINISTERED PROGRAM

When an RCA participant moves from a county administered program to 1 of the 8 VOLAG administered counties, the transferring county worker must:

- Inform the participant that their RCA case will close effective the 2nd month after the move. Require them to apply for RCA with a VOLAG administering the RCA program. (For example, the unit moves on 3/19/15. The RCA will close effective 5/1/15). The RCA participant is required to complete an interview with a VOLAG worker. The VOLAG worker must ensure that a referral is made to an RCA-Employment Service Provider in the new county of residence.
- Provide the participant with the contact name/number for the new county of residence:
 - Anoka, Carver, Dakota, Hennepin, Ramsey, Scott and Washington counties contact :
Aziza Mama -- International Institute of MN
Phone: 651-647-0191 Ext. 348
Fax: 651-647-9268
 - Olmsted County contact:
Zaid Al Showbacki -- Catholic Charities.
Phone: 507-287-2047 Ext. 33
Fax: 507-287-2050
- Transfer the MAXIS case to the new county of residence as per current policies and procedures.
- Provide the participant's new address and phone number to the appropriate VOLAG (see above).
 - Aziza Mama:
Email: amama@iimn.org

- Zaid Al Showbacki
Email: zaid@ccwinona.org

It is the responsibility of the agency worker at the new county of residence to close the RCA effective the 2nd month after the move.

MOVE FROM A VOLAG ADMINISTERED COUNTY TO ANOTHER VOLAG ADMINISTERED COUNTY WITHIN THE METRO AREA

When an RCA participant moves from one VOLAG administered county to another VOLAG administered county, the transferring county worker shall transfer the MAXIS case to the new county of residence as per current policies/procedures.

MOVE FROM A VOLAG ADMINISTERED COUNTY IN THE METRO AREA TO OLMSTED COUNTY, OR VICE VERSA

When an RCA participant moves from a VOLAG administered county in the metro area to Olmsted County, and vice versa, the transferring county worker must follow the procedures for a participant who moves from a county-administered to VOLAG-administered program. This will ensure that the participant is referred to a VOLAG and to an RCA-Employment Service provider in the new county of residence.