

SNAP 30-day Exception Form Guide

The quarterly DHS Expedited and Issuance Timeliness report provides information on timeliness for expedited and 30-day processing. The report includes cases that have exceeded the required timeframes for that quarter. Review these cases to determine reasons for missing required timeframes and identifying needed changes to help reduce processing delays. To obtain list of cases exceeding expedited processing timelines from the Expedited and Issuance Timeliness report contact kathy.bruen@state.mn.us.

Use the worksheets online or print paper copies.

Form field	What	Comment
Worker	Worker MAXIS number.	
Supervisor	Supervisor MAXIS number.	
Reviewer	Reviewer name/MAXIS number.	
Case ID:	MAXIS case number.	
Case name:	Name on case.	
MAXIS application date:	Date of application.	
Issue date:	Benefit issuance date.	
Days between appl/issue	What is the number of days between the application date and the issuance date?	Use to determine how much time it takes to process.
Interview date: STAT PROG	Date customer interviewed.	Date should be on PROG, but if not may be in CASE/NOTE.
Days Between appl/intv	What is the number of days between the application date and the interview date?	Use to determine if agency schedules interviews timely. For 30-day processing, the agency should schedule interviews within 20 days of the application.
Process date: ELIG	Date worker processed the case.	
Days between intv/issue	What is the number of days between the interview date and the issuance date?	Use to determine if there is a delay between interview and approval.
Programs applying for besides SNAP STAT PROG or STAT TYPE	What programs did the unit apply for besides SNAP? Cash, Emergency, Health Care or none.	Use to determine if delays happen when the unit applies for multiple programs.
Adding a program STAT PROG	Is the customer adding SNAP to another program such as Health Care? Y/N	Use to determine if delays happen when unit adds application for SNAP to another program.
Adult/Family STAT MEMB	Is the household composition adults or family?	Use to determine if delays happen more often with adult or family units.
How application received CASE NOTE	Application filed by: ApplyMN, Mail, Dropped off, In Person, Other, Unknown.	Use to determine if delays occur more often when customer files an application by a certain method.
Pending notice sent CASE NOTC	Did the worker send a pending notice? (Y/N)	
Date notice sent CASE NOTC	Date the worker sent the pending notice.	
Within 30 days (note holiday/weekend)	Did the worker send the pending notice timely?	Use to determine if the agency is sending timely pending notices.
Agency/Client	Whom does the pending notice say caused the delay? Agency or customer.	Use to determine if the agency is sending appropriate pending notices.

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Delay factors – what action may have caused processing to go beyond 30 days? No = a deficiency or possible delay cause. Not all factors listed cause delays. Some are items that do not follow processing requirements.		
1st appointment Set 20 Days:	Did the agency/client set the appointment within 20 days of the application?	
Phone interview offered/documented:	Did the worker offer a phone interview and document the offer?	If no, deficient because the worker required an in-person interview for SNAP.
Application information entered timely:	Did the worker enter the application information on MAXIS timely?	
Correct verification requirements used	Did the worker use correct verification requirements?	
Verifications received by day 30/Agency acted by day 30:	Did the worker act timely when they received verifications by the 30 th day from date of application?	
Verifications/Allow client statement when 3rd party not cooperating:	Did the worker assist the unit in obtaining verification, when a third party is not cooperating?	
Pending notice sent timely:	Did MAXIS send the pending notice timely when processing went beyond 30 days?	
Approve after 30 days prorated issuance when client delay:	Did the worker prorate benefits from the date verifications provided when customer provided after 30 days from the application date?	
Agency denied by 30th day:	Did the worker process the application within the required 30-days?	
Agency acted appropriately, client actions caused delay:	Did the worker act appropriately when customer actions caused a delay?	
Other (list in comments):	Did a factor not listed above cause the delay?	If no, list the causes of delay in comments.
Cause of delay known:	Reviewer determined the cause of delay.	If no, cause of delay is unknown. Case notes do not explain why the case did not meet 30-day processing timeframes.
Comments	Reviewer comments used to help make determination decision.	
Observations	State what caused the delay.	Summarize information from all case reviews to determine if there are trends and what actions to take to prevent expedited processing delays.