

## SNAP Works: Frequently asked questions

- **Mandatory SNAP**
  - An individual that is able bodied age 18-49 that meets no other exemptions. The individual must participate in order to receive benefits; approved to receive benefits for up to 3 months unless they meet some type of work requirement in order for benefits to continue.
  - If the client does not comply, SNAP case will close after 3 months.
  - Must participate a minimum of 80 hours / month.
- **SNAP E&T Participating**
  - SNAP recipients that have expressed an interest in participating in E&T.
  - This participation code stops the clock from counting towards their 3 months.
  - Must participate a minimum of 80 hours/ month.
- **Volunteer**
  - Client who participates in E&T but would otherwise be exempt from participating. No monthly hour participation requirement.
- **Non- compliance**
  - Non- compliance should be reported to the county office within 10 days.
  - Only DHS staff including the system coordinator will be able to edit the non-compliance page once the record is created. The pencil icon will only be enabled while a decision is pending. Once a decision is made, the page will be read only for all users. ( page 96 SNAP Works Provider User Guide)
- **Reminders**
  - The employment plan should not be created prior to the completion of the assessment.
  - Once an assessment is finalized, changes cannot be made.
  - Remember to use Google Chrome to access SNAP Works.
    - Be sure to disable pop-up blockers in order to print.
  - Central office staff cannot reset user passwords.
  - When you receive a “yellow toast” message in SNAP Works, it is likely that the case is closed.
  - What should the provider do when a client’s SNAP case closes?
    - Close the employment plan, close assignment components, and create a case note.
  - Instructions per tab are explained in detail beginning on page 31 of the provider user guide and go through page 112.

**Note: All participants must be actively receiving SNAP benefits in order to participate in SNAP E&T.**

**If the client is receiving TEA or unemployment they cannot participate in SNAP E&T.**