



Economic Assistance and Employment Supports Division

**Guide to Processing a Recertification for
SNAP and Cash Programs using the
Household Update Form**

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Key: Sections highlighted in **blue** have been revised. Sections highlighted in **yellow** have been added

Definition of Terms

Cash Programs: MFIP, GA, MSA, and Housing Support

Guide Overview

The purpose of this guide is to provide information and guidance on processing a recertification for SNAP and cash programs using the Household Update Form ([DHS-8107](#)).

This guide includes information that may differ from normal recertification processing. This guide will provide detailed information and guidance on each section of the Household Update Form (HUF).

Each section of this guide will contain potential MAXIS panels that should be reviewed and possibly edited or completed based on the information gathered from the Household Update Form.

The information provided in this guide does not apply to RCA.

General Recertification Processing

For all programs, review the entire MAXIS case, including all STAT panels. The STAT PNL summary panel series (PNLP, PNLI, PNLR, and PNLE) is a summarized way to review all STAT panels that exist on a case.

Compare all information in MAXIS to information provided on the Household Update Form. Clarify information that does not match during the interview or by contacting the unit if no interview is required. Verification may be needed.

The recertification process resumed effective September 1, 2021, for cash and SNAP programs.

For cash programs, the recertification process has started and reporting requirements are no longer waived. Pre-COVID-19 policies regarding reporting must be followed. See [CM0007 Reporting, 0007.03 Monthly Reporting - Cash](#), and [0007.15 Unscheduled Reporting of Changes – Cash](#) for more information.

For SNAP, the recertification process has started and pre COVID-19 policies regarding reporting are being followed. See [CM0007.03.02 Six-Month Reporting](#), [CM0007.15.03 Unscheduled Reporting of Changes - SNAP](#), and [CM0007.03.05 Change Reporting](#) for more information.

Effective 4/1/2022, the DHS 5576 Combined Six-Month Report Form (CSR) will resume being sent for six month reports. It is no longer required to send out additional forms with the CSR, all required forms are attached. Effective 4/1/2022 the HUF will no longer be accepted as a six-month review. The HUF will only be accepted as a six month

review through 3/31/22 for 4/1/22 renewals. A CSR is required 4/1/22 for April and later six month reviews.

Use information received on the Household Update Form and collect any verifications needed to determine eligibility for benefits from the date the form is received.

For cash programs there will be no reconciliation from changes known to have happened between the last renewal and the receipt of the Household Update Form. Do not go back to reconstruct changes that happened since the last completed renewal, prior to the completion of this form.

For SNAP, overpayments need to be assessed if a unit did not report a change they were required to report timely. Submit a Policy Quest with any case specific questions.

If some or all of the questions used to determine eligibility for the applicable program are not answered on the Household Update Form, contact the unit and verbally obtain the answers. If they cannot be reached, send the Notice of Late or Incomplete Household Report Form, Health Care Renewal Form, Combined Six-Month Report or Recertification ([DHS-2414](#)) to the unit along with the incomplete form. Indicate on the DHS-2414 that they can return the completed form or contact the agency to provide the answers verbally.

Attached to DHS-8107:

- Civil Rights Notice
- DHS-3979 Notice of Privacy Practices
- DHS-4163 Client responsibilities and rights
- DHS-2759 Notice About Income and Eligibility Verification System and Work Reporting System
- DHS-3353 Appeal rights

Included in the mailing packet:

- DHS-3477 Domestic Violence Brochure
- DHS-2402B Change Report Form for SNAP

If the required forms for the recertification are not already attached to the Household Update Form, the worker must send the missing forms to the unit. Review the Combined Manual for a listing of the required forms for recertifications. See [CM 0007.12 Agency Responsibilities for Client Reporting](#), [0009.06.06 Recertification Interview](#) and [0005.12.12.01 Forms/Handouts For Applicants](#).

The unit is instructed to keep these forms. For recertifications that qualify for waived interviews, workers do not need to contact the unit to review the forms verbally. If the form was completed over the phone, send them all of these pages. If these pages are returned with the form, follow local agency procedures on what to do with them. If no procedures exist, there is no need to send them back. If speaking with the unit for

another reason, ask if they want the forms sent back to them. For MFIP, effective 4/1/2022, the HUF can no longer be accepted verbally.

Recertification Dates

If program recertification dates do not match they can be aligned at the time the recertification is processed.

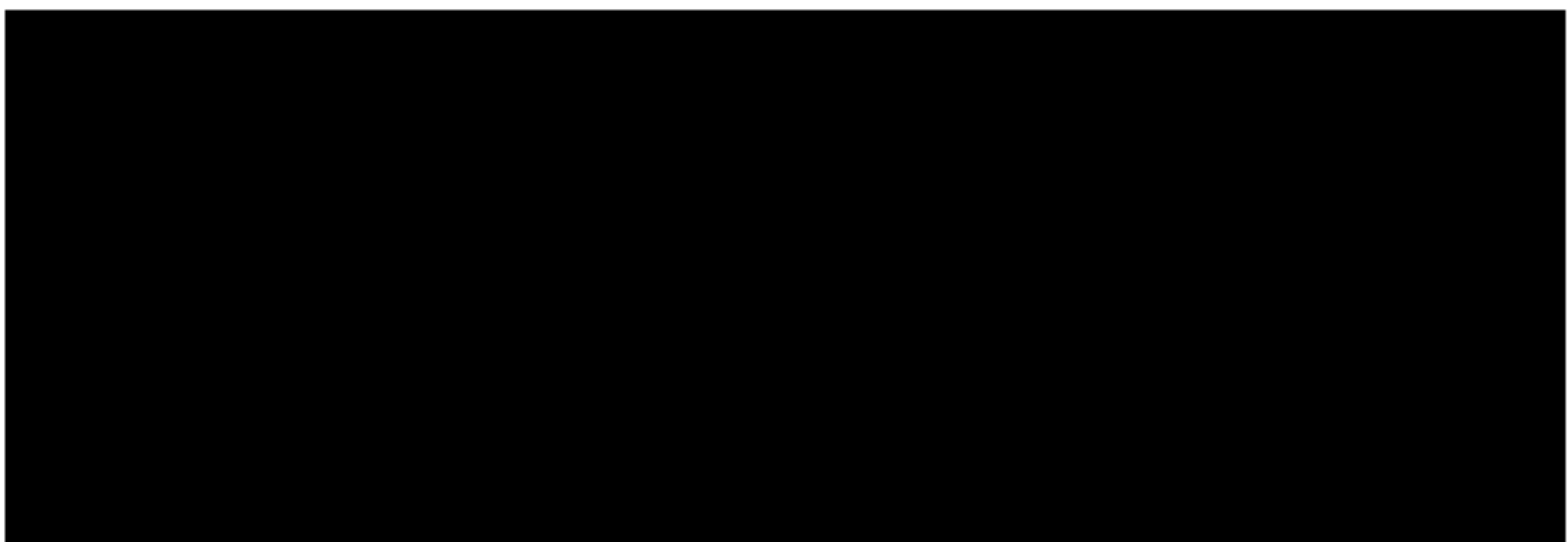
For example:

A case is active on Cash and SNAP. They have a cash recertification due for June and a SNAP recertification due for August. When processing the cash recertification for June you can align the next Cash recertification date to align with the SNAP recertification date in August (shortening the Cash renewal to align with SNAP).

For Housing Support and SNAP, if the case is due for a six month report and is processed as complete, do not adjust the next recertification date. See below for an exception to this guidance for SNAP.

Some SNAP cases had their recertification review dates extended but did not have the Combined Six-Month Reviews (CSRs) dates extended. Because of this, there may be case situations where there is a CSR review for one month and a recertification for the following month. For example, there is a CSR for 4/22 and a recertification for 05/22. In these situations, please following the guidance below for processing these cases:

1. Review the most recently approved version of ELIG/FSSM to determine if the client is a six-month reporter. If they are, under "Reporting Status" it will show "Six-Month." If they are change reporters, it will show "Non-HRF." If the unit is a change reporter, no further action is needed as a CSR will not be sent to a change reporting unit. The recertification must be processed for the applicable recertification review month.



2. If the unit is subject to six-month reporting, process the first renewal (CSR or recertification).

- a. For cases processed before or on the 15th of the month prior to the review month, update the next renewal dates for six months and one year later. For example, if there is a CSR for 4/22 being processed on 3/14/22 and a recertification for 05/22, set the next CSR review date for 10/22 and the next recertification review date for 04/22. If the system will not allow extending the recertification date, submit a PF11. Indicate these actions were done in the recertification CASE/NOTE.
 - b. For cases processed after the 15th of the month prior to the review month update the STAT/REVV panel with the dates listed in the instructions listed above. Indicate these actions were done in the recertification CASE/NOTE. Create a DAIL/TIKL to return to the case the following month. At that time, complete the following steps:
 - i. Update the STAT/REVV panel with a "U." Enter the date received as the date the previous renewal was provided. For example, if there was a CSR for 04/22 and a recertification for 05/22, in the footer month of 04/22 update the STAT/REVV panel with "U" and enter the "date received" as the date the CSR was provided for the 04/22 renewal.
 - ii. Send the case through background and approve the new ELIG results so that the case does not auto-close. In the example above, this would be completed so the case does not auto-close for 05/22. If the system will not allow extending the recertification date, submit a PF11.
 - iii. CASE/NOTE all actions taken on the case.
3. Send a SPEC/MEMO to the client with the following language:

You may have received a letter stating that you need to renew your benefits for (review month/review year), even though you just renewed your benefits for (review month/review year). Please disregard the letter stating you need to renew your benefits for (review month/review year). This was sent in error. Please contact the number below if you have any questions.

Interviews

At this time recertification interviews are being waived for all programs except MFIP.

For MFIP, recertification interviews are required. In-person interviews are not required and interviews may be conducted by phone or internet telepresence. See [CM09.06.06 Recertification Interview](#) for additional information. The contents of the interview are the same as application interviews. See [CM0005.12.12 Application Interviews](#) for additional information. Review the forms and handouts designated in [CM0005.12.12.01 Forms/Handouts for Applicants](#).

For programs that waive or do not require recertification interviews, the recertification can be processed as complete if enough information is received on the form to

determine eligibility. Contact with the unit is needed to clarify information that is unclear on the form, but you do not need to conduct a full interview.

If contact is made with the unit when completing their recertification, attempt to gather the unit's living situation to review and potentially update coding on the STAT/ADDR panel.

Signatures

Signature requirements for recertifications are the same as they are for applications. For more information regarding who must sign the Household Update Form see [CM0005.12.06 Who Must Sign Applications](#).

For Cash programs, effective September 1st 2021, verbal signatures are no longer acceptable. For MFIP, if the unit is subject to monthly reporting, the form must be signed and dated on/after the last day of the reporting period. See [CM09.06 Recertification Process](#) for additional information.

For SNAP, Verbal signatures continue to be acceptable through March 31, 2022.

Verifications

Verifications may be needed to process a recertification using the Household Update Form. Send a [DHS-2414](#) to request mandatory verifications.

For SNAP and cash programs, verification of last 30 days income is mandatory to process all recertifications. Income verification is the only verification needed to process a six month report for Housing Support. For retrospectively budgeted SNAP and cash units, all income from the retrospective month (budget month) needs to be verified.

SSI recipients who receive MSA or Housing Support benefits do not need to verify their earned income.

There are some instances when a SNAP unit needs to be sent a DHS-2919 along with or in place of the DHS-2414. For verifying non-mandatory verifications, follow the guidance in [CM09.06.03.03 Processing SNAP Recertification Non-Mandatory Verification](#).

For cash programs, when processing a recertification, verify assets when the unit reports the combined value of the unit's assets is \$9800 or more. If detailed information regarding asset(s) is provided on the Household Update Form and each owner of the listed asset(s) signs the form, it can be used as verification. This can be used in place of the [DHS-6054](#) (Personal Statement about Assets for Cash Programs). If not, additional verification of assets is mandatory.

Inconsistent information may need to be verified for SNAP and cash programs. See [CM0010.15 Verification - Inconsistent Information](#) for additional information.

For SNAP, verbal signatures continue to be accepted for release of information from units to contact third parties to assist with obtaining verifications needed through March

31, 2022. For Cash programs, verbal signatures are no longer acceptable effective September 1st 2021.

Late Recertifications

If a unit does not complete the recertification process by the end of the certification period by providing a complete Household Update Form and all mandatory verifications (and interview for MFIP if applicable), benefits will end. The unit can also provide a completed CAF or a MNbenefits application. Also for SNAP- some units may provide a completed Renewal for Certain Populations.

Process recertifications as soon as they are received in order to have time to request verifications and reinstate the case.

If a cash unit completes the recertification process, including the interview, and provides a completed Household Update Form and all mandatory verifications during the month after the certification period ends, reinstate the case. Do not prorate benefits. This follows the policy outlined in [CM0009.06.03 Recertification Processing Standards](#). This also applies to six month reports being processed for Housing Support.

For example:

A case is due for a cash recertification for July. The completed Household Update Form with all mandatory verifications (and interview if required for MFIP) is not received by end of June. Case closes 7/1. The unit returns a Household Update Form on 7/10. Verifications are requested on 7/12 and returned on 7/18 to complete the recertification process. The case is reinstated back to the first of the month, 7/1.

If a SNAP unit completes the recertification process and provides a completed Household Update Form and all mandatory verifications during the month after the certification period ends, reinstate the case. Prorate benefits from the date the Household Update Form and all mandatory verifications are received.

For example:

A case is due for a SNAP recertification for July. The completed Household Update Form with all mandatory verifications is not received by end of June. Case closes 7/1. The unit returns a Household Update Form on 7/10. Verifications are requested on 7/12 and returned on 7/18 to complete the recertification process. The case is reinstated and prorated from 7/18.

For SNAP and cash programs, if a recertification is not completed by the end of the last day of the month of closure, the unit must re-apply with a new application. The Household Update Form cannot be used as a new application.

For example:

A case is due for a recertification for July. The completed Household Update Form with all mandatory verifications (and interview if required for MFIP) is not received by end of June. Case closes 7/1. The unit has until 7/31 to complete the

recertification process. If a Household Update Form is received 8/1 or later, the unit will need to re-apply with a new application.

Instructions on the form

Instructions are provided at the beginning of the Household Update Form. These instructions explain to the unit why they are receiving this form and that the form is being used only for SNAP and cash programs. They are instructed to complete the form with information about the unit as of the date they are completing the form. It also instructs them to sign and date the form and to return it to their local county agency or tribal nation.

Question 1: Name and address.

In this section of the Household Update Form the recipient will provide personal information such as their name, address, phone number, etc. There is a space to provide an email address, but this is an optional field.

The form asks whether or not the recipient would like to receive information about their benefits by email or text. If the recipient indicates they would like to receive information by text or email, the information should be placed in MAXIS.

The phone number, if provided, should be placed on the STAT/ADDR panel. Then indicate in the "Y/N" field next to the phone number field whether or not the participant has given permission to receive texts. Update the type for the phone number they consented to receive updates to a "C". If an email address is provided, and they consent to receive electronic updates via email, enter the email address provided on the STAT/ADDR panel.

STAT Panels: MEMB, ADDR, SCHL, MEMI

Question 2: Does anyone else live in your home?

In this section of the Household Update Form the unit will provide information regarding anyone else that lives in the home. This information includes their name, date of birth, relationship to the person completing the form, their social security number, whether or not they are a U.S. citizen, and last school grade completed. There is a space to provide their ethnicity and race, but these are optional fields.

Any household can add persons to their case and/or assistance unit by providing the information on the HUF. There is no need for an additional addendum. Update the information as it is reported on the form. Request verifications as needed.

See the [verification](#) section of this guide for additional guidance regarding verification.

STAT Panels: MEMB, MEMI, SCHL, PARE, EATS

Question 3: Does anyone in your household have assets?

In this section of the Household Update Form the unit will report assets for anyone in the unit. They are instructed to list only the assets listed on the form. The unit needs to identify the owner of the asset, the type of the asset and the estimated value of the asset.

Remember to consider those people outside the unit whose assets deem to the unit, like sponsors, ineligible unit members, etc. See [CM0015.48 Whose Assets to Consider](#) for additional information. See TE19.163 –QTIP #163 – SPON PANEL for more information on entering sponsor's income/assets.

For SNAP, these questions do not need to be answered for the recertification to be complete since SNAP does not have an asset test.

See the [verification](#) section of this guide for additional guidance regarding verification.

STAT Panels: CASH, CARS, ACCT, REST, SECU, SPON

Question 4: Does anyone in your household work now, or expect to start working (including self-employment, temporary and seasonal work) in the next 30 days?

In this section of the Household Update Form the unit will report any current or anticipated income from employment. Units are instructed to provide verification of this income from the last 30 days.

See [CM - Chapter 22 Budgeting and Benefit Determination](#) for more information regarding budgeting for all programs. Remember to consider those people outside the unit whose income deems to the unit, like sponsors, disqualified unit members, etc. See [CM0016 Income from People Not in the Unit](#) for additional information. See TE19.163 –QTIP #163 – SPON PANEL for more information on entering sponsor's income/assets.

See the [verification](#) section of this guide for additional guidance regarding verification.

STAT Panels: JOBS, BUSI, RBIC, SPON

Question 5: Does anyone in your household get money or expect to get money from sources other than work?

In this section of the Household Update Form, the unit will report any unearned income the unit receives. Units are instructed to provide verification of this income from the last 30 days.

Remember to consider those people outside the unit whose income deems to the unit, like sponsors, disqualified unit members, etc. See [CM0016 Income from People Not in the Unit](#) for additional information. See TE19.163 –QTIP #163 – SPON PANEL for more information on entering sponsor's income/assets.

See the [verification](#) section of this guide for additional guidance regarding verification.

STAT Panels: UNEA, PBEN, SPON

Question 6: Do you have shelter and/or utility costs?

In this section of the Household Update Form, the unit will report rent or mortgage payments as well as what utilities they pay. An additional question in this section asks whether or not the unit receives a rental subsidy. If a unit is receiving a subsidy, they are also asked for the monthly subsidy amount.

This section also includes a space for the unit to indicate if they have received LIHEAP (energy assistance) of more than \$20 in the past 12 months. For SNAP, if the unit has received LIHEAP in the past 12 months of \$20 or more, they are eligible for the single utility standard (Heat/Air).

In this section the unit is instructed to provide verification of each expense.

For more information regarding verification and processing changes for shelter expenses for SNAP, review the recertification section of [CM0010.18.02.03 Non-Mandatory Verifications - SNAP](#) and [CM0009.06.03.03 Processing SNAP Recertification Non-Mandatory Verification](#).

See the COVID-19 Guide for Eligibility Workers and the COVID-19 Questions and Answers – Cash and SNAP document located on SIR for additional information.

For MFIP, units need to verify the amount of a housing subsidy if applicable. See [CM0010.18.01 Mandatory Verifications - Cash Assistance](#) for additional information.

STAT Panels: SHEL, HEST

Question 7: Does anyone in your household pay court-ordered child or medical support?

In this section of the Household Update Form, the unit provides information regarding the person paying the expense as well as the monthly amount. They must also indicate whether or not the court-ordered expense is currently being paid. The unit is instructed to provide verification of the expense as well. To allow the expense, the unit needs to provide verification that the expense is actually being paid. See [CM0018.33 Child and Spousal Support Deductions](#) for additional information.

STAT Panels: COEX

Question 8: Do you or anyone living with you have costs for care of a child(ren) or an ill or disabled adult because you or they are working, looking for work or going to school?

In this section of the Household Update Form, the unit is asked to report whether or not they have this expense. It also asks for information regarding who pays the expense, the monthly amount, and whether or not they are currently paying the expense.

Dependent Care deductions are allowed as an on-going expense for SNAP units. See [CM0018.09 Dependent Care Deduction](#) for additional information.

STAT Panels: DCEX

Question 9: Does anyone in your household have changes to health care expenses, or new expenses?

In this section of the Household Update Form the unit reports whether they have changes to health care expenses or any new health care expenses they are now paying. Medical expenses are allowed for certain SNAP Households. See [CM0018.12 Medical Deductions](#) for additional information on which units are eligible for SNAP medical deductions.

For more information regarding verification and processing changes in medical expenses for SNAP, review the recertification section of [CM0010.18.02.03 Non-Mandatory Verifications - SNAP](#) and [CM0009.06.03.03 Processing SNAP Recertification Non-Mandatory Verification](#).

STAT Panels: FMED

Question 10: Does anyone in your household have or expect to get any loans, scholarships or grants for attending school?

In this section of the Household Update Form the unit reports whether they are receiving or expect to receive any loans, scholarships, or grants for attending school.

Some student financial aid income is counted income for SNAP and student income and expenses need to be verified. See [CM 0017.15.36 Student Financial Aid Income](#) or the [Student Financial Aid Guide](#) for more information.

STAT panels: STIN, STEC

Question 11: For MSA recipients: do you have any of the following expenses?

In this section of the Household Update Form, units receiving MSA indicate if they are paying Representative Payee fees, a physician-prescribed special diet, guardian or conservator fees, or high housing costs.

STAT Panels:

Question 12: Other changes

In this section of the Household Update Form, the unit reports whether they have any additional changes and if so, indicates what has changed.

Box on legal questions

These questions on the top of page 5 need to be answered for only SNAP and MFIP recertifications. If these questions are not answered, the form is incomplete. If not answered, attempt to call the unit and have them answer the questions over the phone. Document in CASE/NOTE the discussion and answers. If unable to contact the unit, send the form back to the unit with a [DHS-2414](#) instructing them to answer the questions and return the form or contact the agency to answer the questions.

These questions do not need to be answered for GA, MSA, or Housing Support.

Signature Page

The bottom portion of page 5 is for the recipient(s) to sign and date. This page includes the penalties and warning information.

See the [signature](#) section of this guide for additional guidance regarding signatures.

Supplemental Resources

In this section you will find additional resources that may be helpful as you are processing recertifications.

[The Household Update Form \(DHS-8107\)](#) is available on eDocs.

[The Notice of Late or Incomplete Household Report Form, Health Care Renewal Form or Combined Six Month Report or Recertification \(DHS 2414\)](#) is available on eDocs.

[The Verification Request Form \(DHS-2919\)](#) is available on eDocs.

The COVID-19 Guide for Eligibility Workers and the COVID-19 Questions and Answers – Cash and SNAP documents are available on SIR under the Worker Resources Page.

Recertification Procedures SNAP and Cash Programs (Chart)

Procedure	SNAP	General Assistance	Housing support	MFIP	MSA
Verifications					
Verify as much as possible electronically, through phone calls with third parties, and hard-copies	Yes	Yes	Yes	Yes	Yes
Use signed personal statements if the documentation is unavailable for reasons beyond the recipient's control	Yes	Yes	Yes	Yes	Yes
Allow verbal "signatures" if hard copy or electronic signatures are not possible	Yes	No	No	No	No
Allow recipient's to give verbal permission to contact third parties for verifications – <i>only if text, email, fax, hard-copy forms of consent are not possible</i>	Yes	No	No	No	No
Use Systematic Alien Verifications for Entitlements (SAVE) to verify: <ul style="list-style-type: none"> • a recipient's immigration status and naturalized or derived citizenship status – <i>only if it has not been done before.</i> • all changes and updates in a recipient's immigration status. 	Yes	Yes	Yes	Yes	Yes
Interviews					
Require an interview	No	No	No	Yes	No
Resolve missing information or incomplete Household Update Forms					
Call recipients to get missing information. If they cannot be reached by phone, send the Household Update Form with DHS-2414 for completion.	Yes	Yes	Yes	Yes	Yes
Close cases if all eligibility factors are not met	Yes	Yes	Yes	Yes	Yes