

December 7, 2015

Patrick O'Donnell
State Capitol, Room 2018
P.O. Box 94604
Lincoln, NE 68509

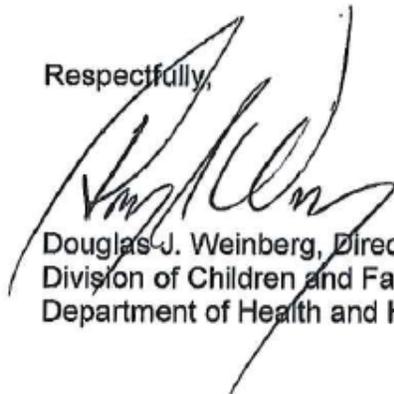
Dear Mr. O'Donnell,

Nebraska Revised Statute 68-1017.02 requires the Department of Health and Human Services (DHHS) to report annually to the Legislature by December 1, on the status of the Supplemental Nutritional Assistance Program (SNAP) in Nebraska. The report is required to include information on federal options provided to the State with a description of any actions taken by DHHS regarding these options, including the number of persons being served through these options.

The report is attached and also includes the most recent United States Department of Agriculture, Food and Nutrition Service, SNAP State Options Report (Eleventh Edition, September 2013).

If you have any questions, please contact me at 402-471-1878.

Respectfully,



Douglas J. Weinberg, Director
Division of Children and Family Services
Department of Health and Human Services

NEBRASKA STATE OPTIONS REPORT FOR LB171

NOVEMBER 2015

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
(FORMERLY KNOWN AS THE FOOD STAMP PROGRAM)**

The Supplemental Nutrition Assistance Program (SNAP) statutes, regulations and waivers provide Nebraska (NE) with numerous policy options. The NE Department of Health and Human Services (DHHS) uses options to remove or reduce barriers to access and participation in SNAP.

The current State Options Report by the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS), Eleventh Edition, was published in September 2013. See attachment.

Changes made to State SNAP Programs since September 2013, are not reflected in this report. Any changes will be reflected in a future edition of the State Options Report.

The charts on the following pages summarizes the FNS State Options report and compares options taken by the 50 States and three territories operating SNAP.

Please note that Temporary Assistance to Needy Families (TANF) is also known as Aid to Dependent Children (ADC).

Further explanation follows the chart.

State Options	Does Nebraska Utilize the Option?	All States/Territories
1. Reporting Requirements.	Yes. Simplified and Change Reporting.	Simplified Reporting Only – 27 Simplified & Change Reporting - 24 Monthly, Simplified & Change Reporting - 2
2. Simplified Reporting – Action on Changes.	Yes. Act on All Changes.	Act on all changes -38 Act only on certain changes - 15
3. Simplified Reporting – Certification Length.	Yes. Prior to 10/1/2013, 12-Month Certification Periods. Effective 10/1/2013, 6-Month Certification Periods.	6 Month Certification periods – 7 12 Month Certification periods - 13 Various Certification periods - 33
4. Simplified Income and Resources.	Yes. Income and Resources	Income and Resources - 24 Income only - 6 Resources only – 2 Neither - 21
5. Simplified Self-Employment (SE) Determination.	No.	Simplified SE Determination (Flat Percentage) – 17 Another Method – 2 No Method - 34
6. Ineligible Noncitizen Income & Deductions.	Prorate for both groups.	Prorate for Income & Deductions – 47 Prorate All - 5 Prorate None - 1
7. Child Support Expense Exclusion.	No.	Legally obligated child support as an income exclusion - 18 No child support exclusion - 35
8. Simplified Deduction Determination	Averaging expenses is currently in the 475 NAC manual.	Average expenses billed more or less often than monthly – 9 No simplified deduction - 44
9. Standard Medical Deduction.	No.	Standard Medical Deduction – 15 No Standard Medical Deduction - 38
10. Simplified Homeless Housing Cost.	Yes.	Simplified Homeless Housing Cost – 25 No Simplified Homeless Housing Cost - 28
11. Standard Utility Allowance (SUA).	Yes. Mandatory Simplified SUA.	Mandatory SUA – 47 Non-Mandatory SUA - 6
12. Comparable Disqualification.	Yes.	Comparable Disqualification – 24 No Comparable Disqualification - 29
13. Child Support-Related Disqualification.	No.	Arrears and Failure To Cooperate – 1 Failure to Cooperate – 6 No Failure to Cooperate - 46

14. Drug Felony Disqualification.	Yes. Modified Ban.	Lifetime Ban – 15 Modified Ban – 17 No Ban - 21
15. Broad Based Categorical Eligibility (BBCE). LB 543 established BBCE as of 10/1/2011.	Yes.	BBCE – 44 Narrow CE – 6 Cash-Only CE - 4
16. Work Requirement and Disqualification Policy	Yes.	Extended Disqualifications – 12 Entire Household Disqualified – 9 Permanent Disqualification – 2 No disqualifications - 30
17. Transitional Benefits.	Yes.	Transition Benefits - 17 Transitional Benefits and Additional TANF Households Excluded – 3 Transition Benefits for Non-TANF – 4 No Transitional Benefits - 29
18. Online Application and Case Management.	Yes.	View Case Information Only – 2 Application Only – 10 Application and Recert – 5 All Actions – 15 Other Combinations – 13 No On-Line Application - 8
19. Call Centers.	Yes. Statewide.	Regional – 9 Statewide - 25 No Call Centers - 19
20. Process Improvement Waivers.	Yes. Elderly/Disabled Recertification Interview. (The Report incorrectly lists NE as none.)	Elderly/Disabled Recertification Interview – 12 Electronic Notices – 7 Postpone Expedited Interview – 9 On-Demand Interview - 9 None – 16
21. Modernization Initiatives	Yes	Implemented 1-3 BPR – 31 Implemented 4-6 BPR – 18 Implemented 7 or more BPR – 2 No BPR - 2
22. Document Imaging.	Yes. Completely electronic.	Statewide – 33 Select Areas – 8 None - 12
23. Names for SNAP.	SNAP	SNAP – 32 FSP – 5 Other - 16

FURTHER EXPLANATION ON STATE OPTIONS

1. Reporting Requirements

State agencies have the option of requiring SNAP recipients to report their financial circumstances at various intervals and in various ways. Recipients may be required to report changes periodically or within a certain timeframe – typically within 10 days – after certain changes in circumstances occur (known as change reporting). Under periodic reporting, participants report either quarterly, monthly, or under a “simplified” system with reduced reporting requirements. Under the simplified reporting option, households are required to report changes in income between certification and scheduled reporting periods only when total countable income exceeds 130 percent of the poverty level or when work hours change for able-bodied adults without dependents. Reporting intervals can be set at four, five, or six months for 12-month certification periods. Households in which all members are elderly or disabled with no earned income may be given 12-month certification periods (without periodic reporting), or 24-month certification periods (with a 12-month periodic reporting requirement).

If information is known to the agency, NE acts on all information. As clients are required to report changes for other economic assistance programs, the change is made for SNAP also. If a client reports a decrease in income during their certification period, their SNAP benefits may increase.

Simplified Reporting does not expand initial or continuing SNAP eligibility but may prevent a decrease in a household’s monthly allotment during their certification period. If total household income exceeds 130 percent of the federal poverty level, the SNAP case is closed.

As of October 31, 2015, there are currently 79,842 SNAP households in NE. Of these, 53,458 households are assigned to the Simplified Reporting Option. The Change Reporting Option has 25,063 cases assigned. Change Reporting cases could be assigned to the expansion of the Simplified Reporting option.

NE currently utilizes this option.

2. Simplified Reporting – Action on Changes

Under simplified reporting, State agencies have the option to act on all changes reported during the certification period, or to act only on certain changes. States which have chosen to act on all changes must act to verify any changes reported and take appropriate action, even if this change reduces the client’s benefits. This option allows States that have combined SNAP/TANF programming to more seamlessly integrate. It avoids a situation where the TANF program has acted on a change, but SNAP has not, and decreases caseworker burden by aligning the programs.

This option does not expand initial or continuing SNAP eligibility but may prevent a decrease in a household's monthly allotment during their certification period.

NE currently utilizes this option.

3. Simplified Reporting- Certification Length

Households certified for SNAP for longer than six months must submit a periodic report at least once every six months but no more than once every four months during the certification period. Some State agencies have opted to certify simplified reporting households for 12 months, with a periodic report at 6 months. Others have opted to certify these households for six months. Households in which all members are elderly or disabled with no earned income may be given 12-month certification periods without periodic reporting, or 24-month certification periods with a 12-month periodic reporting requirement.

This option does not expand initial or continuing eligibility for SNAP.

As of October 31, 2015, there are 53,458 SNAP households currently assigned to the Simplified Reporting Option.

Effective October 1, 2014, NE is certifying Simplified Reporting households for six months.

4. Simplified Income and Resources

State agencies have the option to exclude some types of income and resources by aligning SNAP policy with TANF or Medicaid policy. Any income not counted under Section 1931 of Medicaid or TANF can be excluded with some exceptions. The exceptions are wages, salaries, benefits from major assistance programs, regular payments from a government source, worker's compensation, child support payments, and other types determined countable to ensure fairness in eligibility determinations. The same option exists for the treatment of resources. A number of resources cannot be excluded when using this option, including cash, licensed vehicles, and readily available amounts in financial institutions.

NE excluded educational income as income and resources to align with TANF and Medicaid policies. We will continue to explore other simplified definitions of income and resources.

NE currently utilizes this option.

5. Simplified Self-Employment Determination

States have the option to adopt a simplified method for determining the cost of doing business in cases where an applicant is self-employed. Should a state decide to adopt a simplified method, the state agency has flexibility to develop a method to calculate this cost, a flat percentage, a figure based on average costs, or some other method. Some states use different figures/methods for different types of self-employment. At present, 19 states have adopted a simplified method for determining the costs of doing business for self-employed applicant income. Of these, 17 use a flat percentage of gross income applied to all types of self-employment. One state (Michigan) uses different percentages depending on the type of self-employment. Another state (Washington) uses a flat \$100 or actual expenses, whichever is greater.

This option will not expand initial or continuing SNAP eligibility but could increase some clients' benefits and decrease other clients' benefits.

NE does not currently utilize this option.

6. Ineligible Non-Citizen Income & Deductions

Although ineligible non-citizens cannot receive SNAP benefits, their income is relevant to the SNAP determinations for other eligible individuals who live in their household. Ineligible non-citizens fall into two general categories: 1) those who are unable or unwilling to provide documentation of immigration status, and 2) those classes of non-citizens listed in 7 CFR 273.11(c)(3)(i)(A) through (G). The second category generally includes persons who were lawfully admitted to the United States and have provided documentation of their immigration status. For each of these categories, state agencies have two options. For the first category they may count all income and deductions, or a prorated share. For the second category they may count none of the income and deductions or a prorated share.

NE counts a prorated share for each category.

7. Child Support Expense Exclusion

States have the option to treat legally obligated child support payments made to non-household members as income exclusion rather than a deduction. This option helps to encourage payment of child support by excluding the amount paid from being considered part of the payer's gross income.

This option would expand SNAP eligibility.

NE does not currently utilize this option, thus it treats Child Support as a deduction, not an income exclusion.

8. Simplified Deduction Determination

States have the option to average expenses that are billed more or less often than on a monthly basis. For example, if a household receives a single bill in February which covers a three-month period, the bill may be averaged over February, March, and April. Conversely, a one-time only expense can be averaged over the entire certification period in which they are billed. Averaging begins the month the change would become effective.

Averaging expenses is currently in the 475 NAC manual at 3-003.01A3.

9. Standard Medical Deduction

SNAP households with individuals who are disabled or over 60 years in age are entitled to deduct allowable, out-of-pocket medical expenses for that household member that are in excess of \$35/month. State agencies may request a demonstration waiver to establish a Standard Medical Deduction in lieu of calculating actual expenses. This streamlines case handling procedures while still requiring qualifying households to verify that their medical expenses exceed \$35/month.

NE does not utilize this option.

10. Simplified Homeless Housing Cost

States have the option to use a standard deduction from income of \$143 per month for homeless households with some shelter expenses. This option streamlines the process for states and applicants who are homeless as they are not requested to itemize specific costs. However, homeless households may claim actual expenses if they are higher and verified.

This does not expand initial SNAP eligibility but may increase a household's monthly allotment.

NE currently utilizes this option.

11. Standard Utility Allowance (SUA)

State agencies electing to use SUAs for all households in place of actual utility costs can opt to make their SUA mandatory. By taking this option, the State opts out of the requirement to prorate SUAs for households that share living space. In addition, this option requires that states use an SUA that includes the heating and cooling costs of public housing residents with shared meters that are charged only for excess utility costs.

This option does not expand initial or continuing SNAP eligibility but may increase a household's monthly allotment.

NE currently utilizes this option.

12. Comparable Disqualification

State agencies may disqualify SNAP applicants or recipients who fail to perform actions required by other federal, state, or local means tested public assistance programs. A State agency has the option to select the types of disqualifications within a program that it wants to impose on SNAP recipients. Only the individual who committed the violation may be disqualified from SNAP, even if the entire household was disqualified under the rules of the other means-tested program.

This option does not expand initial SNAP eligibility nor will it increase monthly allotments.

NE currently utilizes this option.

13. Child Support-Related Disqualification

States have the option to disqualify individuals who fail to cooperate with child support enforcement agencies, who are in arrears in court-ordered child support payments, or both.

This option will not expand initial SNAP eligibility nor will it increase SNAP monthly benefits.

NE does not currently utilize this option.

14. Drug Felony Disqualification

Welfare reform legislation permanently disqualifies people from SNAP participation if they have been convicted of a State or federal felony offense based on behavior which occurred after August 22, 1996, involving the possession, use or distribution of a controlled substance. State legislatures can opt out of the penalty entirely or choose to impose less severe restrictions through a modified ban. Examples of these modified approaches are 1) limiting the circumstances in which the permanent disqualification applies (such as only when convictions involve the sale of drugs); 2) requiring the person convicted to submit to drug testing; 3) requiring participation in a drug treatment program; and/or 4) imposing a temporary disqualification period.

Nebraska opted for a modified approach to the drug felony disqualification. This option reduces SNAP eligibility.

NE currently utilizes this option.

15. Broad-Based Categorical Eligibility (BBCE)

There are two ways in which categorical eligibility can be conferred: through cash benefits or non-cash benefits and services. First, Cash-Only Categorical Eligibility is a policy that makes most households categorically eligible for SNAP because they qualify for a cash TANF benefit, Supplemental Security Income (SSI), or General Assistance (GA). Eligibility for SNAP is established through “narrow” eligibility requirements (such as requiring the client to be enrolled in certain programs like employment assistance or receive child care or transportation assistance).

Second, Broad-Based Categorical Eligibility (BBCE) is a policy that makes most households categorically eligible for SNAP because they qualify for a non-cash TANF or MOE funded benefit, such as a pamphlet or 800 number. States have flexibility in designing their TANF programs used to confer BBCE. In some states, all households are eligible for the non-cash TANF/MOE benefit that confers categorical eligibility, while other states limit eligibility to only certain households. For example, a state may provide the benefit that confers BBCE only to households with dependent children.

NE expanded categorical eligibility by “narrow” eligibility requirements to households in which one or more members are authorized to receive ADC-Emergency Assistance or Employment First supportive services.

NE expanded categorical eligibility by “broad-based” eligibility requirements through the Expanded Resource Program. Only liquid resources that exceed \$25,000 count when determining eligibility. Non-liquid resources are excluded.

A client may be eligible for one but not both expanded categorical eligibility requirements. This may increase initial SNAP eligibility but does not increase a household’s monthly allotment. This option expands SNAP eligibility.

NE currently utilizes this option.

16. Work Requirements and Disqualification Policy

SNAP regulations require all non-exempt household members to comply with work requirements. Work requirements include registering for work, participating in an employment and training (E&T) or workfare program if assigned to one by the State agency, not voluntarily quitting a job 30 or more hours per week and accepting a suitable employment offer. Individuals who fail to comply with SNAP work requirements without good cause are ineligible for program benefits and disqualified from SNAP for certain periods of time, depending on how many prior instances of non-compliance have occurred. The minimum periods set by law are one month for the first instance, three months for the second, and six months for the third. SNAP policy gives states the options to: 1) set disqualification periods longer than these minimum mandatory periods;

2) make the disqualification permanent on the third occurrence and 3) sanction the entire household whenever the head of household fails to comply with E&T program requirements.

NE disqualifies the entire household whenever the head of household fails to comply with work requirements other than the E&T program. NE operates a voluntary E&T program.

17. Transitional Benefits

State agencies have the option to offer transitional SNAP benefits to help families continue to meet their nutrition needs as they move off TANF or other State-funded cash assistance. Transitional benefits guarantee families set benefit amounts, and eliminate reporting requirements during the transition period. Benefits can be continued for up to five months at a level equal to the amount the household received prior to TANF termination, with adjustments for the loss of TANF income. Certification periods may be extended so that families receive the full five months of benefits. State agencies may choose to exclude households where all members are ineligible to receive SNAP benefits because they fail to comply with laws related to a means-tested program; fail to cooperate with child support agencies; or are delinquent in court-ordered child support.

This does not expand initial SNAP eligibility but may increase a household's monthly allotment and extend their certification period.

As of October 31, 2015, there are 1,321 SNAP households enrolled in the Transitional Benefit Option.

NE currently utilizes this option.

18. Online Application and Case Management

Forty-three states provide applicants for SNAP with the opportunity to apply for benefits online. Many state websites also allow clients to view information about their case or report changes in factors that affect eligibility or benefit level.

NE provides applicants for SNAP with the opportunity to apply for benefits online by computer at a website (ACCESSNebraska.ne.gov). NE allows applicants to submit the application with an electronic "e-Signature," report changes online and view case information online. Applicants may apply for multiple programs on the same application, excluding Medicaid. Additionally, NE provides an online self-screening tool. The department has computers in local offices for applicant's use to apply on-line. We are sharing information with community agencies and other advocates and asking community agencies for their support with the online application process.

DHHS received 17,860 total (paper and electronic) applications for all programs in October 2015. Of the total applications received in October 2015, 8,889 were electronic

applications (over 49 percent). Of the electronic applications, 2,636 (30 percent) were received during non-work hours.

The total number of electronic applications for all programs submitted from October 1, 2014, through September 30, 2015, was 120,324. Of the electronic applications, 35,620 (30 percent) were received during non-work hours.

This option does not expand initial eligibility for SNAP.

NE currently utilizes this option.

19. Call Centers

Call centers can provide support to the certification process in local offices by reducing the time local certification offices spend answering phone calls concerning general SNAP information, application and benefit status information, certification interviews, customer complaints, and processing changes. In some states, call centers go beyond these functions to directly certify and re-certify households.

Call centers can help reduce errors caused by unreported changes, high workloads, and unanswered phone/voice mail messages. Benefits include task specialization, prompt customer service, measurable work performance, dedicated phone lines, and the ability to reinforce change reporting with one phone number for participants to remember.

In NE, the Division of Children and Family Services, Economic Assistance programs tied to ACCESSNebraska have two Customer Service Centers located in Fremont and Scottsbluff as well as many local offices across the state. This does not expand initial eligibility for SNAP eligibility.

NE currently utilizes this option.

20. Process Improvement Waivers

Due to limited state budgets and economic conditions which have led to caseload growth, states are seeking to increase efficiency through several innovative administrative waivers. The elderly and disabled recertification interview waiver allows the State to waive the recertification interview for households in which all adult members are elderly or disabled and have no earned income. The postponed expedited service interview waiver allows the State to postpone the certification interview for certain expedited service households for up to two months, provided that household identity is verified and staff have attempted to contact the household for interview. The on-demand interview waiver allows the State to waive interview scheduling requirements, allowing clients the option to call the State to complete the interview during business hours within

a certain time period. The electronic notices waiver allows the State to issue electronic notices to clients who elect to receive notices via email rather than paper mail.

NE waives the recertification interview for households in which all adult members are elderly or disabled with no earned income.

21. Modernization Initiatives

States are continually seeking innovative managerial and technology solutions to increase efficiency. Modernization initiatives include check-in kiosks statewide or in select areas, telephonic signature at application or recertification, automated voice response/interactive voice response system statewide or in select areas, process improvement projects (e.g. Lean Six Sigma, Business Process Reengineering (BPR) statewide or in select areas, case banking, specialized work units, and targeted interviewing and case processing.

NE currently utilizes this option.

22. Document Imaging

Document imaging is the process of scanning paper documents and converting them to digital images that are then stored in an electronic format. This technology allows State agencies to create paperless or less paper intensive certification systems, cutting the expenses and space requirements associated with the storage and maintenance of this documentation and increasing the efficiency of the certification process.

This technology may be used to scan permanent verification documents (such as birth certificates or alien registration), temporary verification (such as wage stubs, rent receipts, or bank statements), or entire case records (including signed applications, periodic reports, or change reports).

In NE, the Division of Children and Family Services, Economic Assistance programs has one Document Imaging Center, located in Omaha, NE, that accept applications, forms and verifications from customers.

This option does not expand initial eligibility for SNAP eligibility.

NE currently utilizes this option

23. Names for SNAP

As of Oct. 1, 2008, the name for the Food Stamp Program changed to Supplemental Nutrition Assistance Program (SNAP). The name reflects the changes to meet the needs of clients, including a focus on nutrition. The name change was mandated by the Food, Conservation and Energy Act of 2008. At the state level, state agencies may

adopt the new program name SNAP, continue to refer to their program as the Food Stamp Program, or choose an alternate name.

NE uses SNAP.

OTHER:

Required Verification

Effective October 2009, when total countable resources are below \$1,500, a client's declaration on resources is sufficient. Client declaration on shelter and utility expenses is also accepted. Accepting client declaration is allowed per Title 7 Code of Federal Regulations (CFR). This does not expand initial SNAP eligibility.

Report Changes (ACCESSNebraska)

Effective November 2009, a client that is currently receiving benefits and has a change to report, may report changes electronically via ACCESSNebraska. The client enters their name, birth date and the last four numbers of their Social Security number and enters their change electronically. This does not expand initial SNAP eligibility.

SNAP-Ed (former Nutrition Education) Program and Outreach Initiatives

All states, except Guam, have SNAP-Ed programs. In addition, some states have formal Outreach Programs to increase program participation. A number of additional States conduct informal outreach activities.

DHHS contracts with the University of NE to deliver SNAP-Ed. One component of the contract is to conduct informal outreach activities.

DHHS contracts with the Food Bank for the Heartland and a number of other community advocacy agencies in a formal Outreach Plan.

DHHS has also developed a process of establishing community partnerships with community agencies and advocates increasing outreach primarily through assisting community partners with outreach and application assistance to SNAP applicants.

DHHS presents information at area events through Public Service Announcements on the radio and television for ACCESSNebraska web services, as well as with brochures and flyers available at local offices and through community partners.

This does not expand initial SNAP eligibility.

United States Department of Agriculture Food and Nutrition Service

State Options Report

Supplemental Nutrition Assistance Program

Program Development Division
Eleventh Edition
State Survey - September 2013



Putting Healthy Food
Within Reach

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INTRODUCTION

Welcome to the 11th Edition of the Supplemental Nutrition Assistance Program (SNAP) State Options Report. This report summarizes information related to State policy and administrative options.

SNAP's statutes, regulations, and waivers provide State agencies with various policy options. State agencies use this flexibility to adapt their programs to meet the needs of eligible, low-income people in their States. Modernization and technology have provided States with new opportunities and options in administering the program. Certain options may facilitate program design goals, such as removing or reducing barriers to access for low-income families and individuals, or providing better support for those working or looking for work. This flexibility helps States better target benefits to those most in need, streamline program administration and field operations, and coordinate SNAP activities with those of other programs.

The Food and Nutrition Service (FNS) intermittently surveys State agencies administering SNAP to determine which options are in use. Information about State agency choices among options is subject to frequent change. **This report catalogues options in effect as of September 2013.** Several States have reported plans to implement various options at later dates. Those choices will be reflected in future editions of this report.

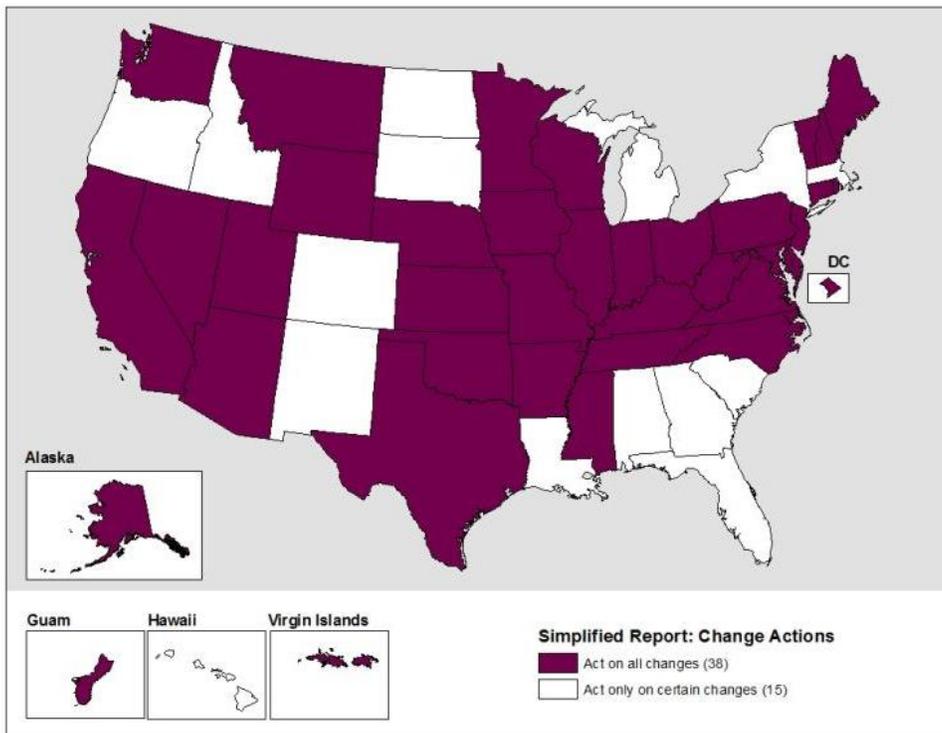
A new option reflected in the 11th Edition includes Simplified Deduction Determination. States using the Simplified Deduction Determination have the option to average expenses that fluctuate from month to month or that are incurred less frequently than on a monthly basis.

Section One describes each option, providing a list and map of the States that have selected the option. **Section Two** provides a State by State summary of the options each agency has chosen. Also, as in the 10th Edition, this report includes regulatory citations in the upper right-hand corner of each option profile page. These will help guide the reader to relevant provisions found in Title 7 of the Code of Federal Regulations.

Although many individuals contributed to this report, special thanks go to the FNS Office of Policy Support for generating the maps included in the report. For any questions, corrections or suggestions about the State Options Report, please contact SNAP's Program Development Division at (703) 305-2481.

Under simplified reporting, State agencies have the option to act on all changes reported during the certification period, or to act only on certain changes. States which have chosen to act on all changes must act to verify any changes reported and take appropriate action, even if this change reduces the client’s benefit. This option allows States that have combined SNAP/Temporary Assistance for Needy Families (TANF) programs to more seamlessly integrate. It avoids a situation where the TANF program has acted on a change, but SNAP has not, and decreases caseworker burden by aligning the programs.

ACT ON ALL CHANGES (38)	Illinois	Montana	Tennessee	ACT ONLY ON CERTAIN CHANGES (15)	Massachusetts	
	Indiana	Nebraska	Texas		Michigan	
	Alaska	Iowa	Nevada		Utah	New Mexico
	Arizona	Kansas	New Hampshire		Vermont	New York
	Arkansas	Kentucky	New Jersey		Virgin Islands	North Dakota
	California	Maine	North Carolina		Virginia	Oregon
	Connecticut	Maryland	Oklahoma		Washington	South Carolina
	Delaware	Minnesota	Ohio		West Virginia	South Dakota
	DC	Mississippi	Pennsylvania		Wisconsin	
	Guam	Missouri	Rhode Island		Wyoming	
						Alabama
						Colorado
						Florida
						Georgia



Households certified for SNAP for longer than 6 months must submit a periodic report at least once every 6 months, but no more than once every 4 months during the certification period. Some State agencies have opted to certify simplified reporting households for 12 months, with a periodic report at 6 months. Others have opted to certify these households for 6 months. Households in which all members are elderly or disabled with no earned income may be given 12 month certification periods without periodic reporting, or 24 month certification periods with a 12 month periodic reporting requirement.

VARIOUS CERTIFICATION PERIODS (33)

- Alaska
- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- DC

- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Iowa
- Louisiana
- Maryland
- Mississippi
- Minnesota
- Missouri

- Montana
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Pennsylvania
- Rhode Island
- Utah

- Vermont
- Virginia
- West Virginia
- Wyoming

SIX MONTH PERIODS (7)

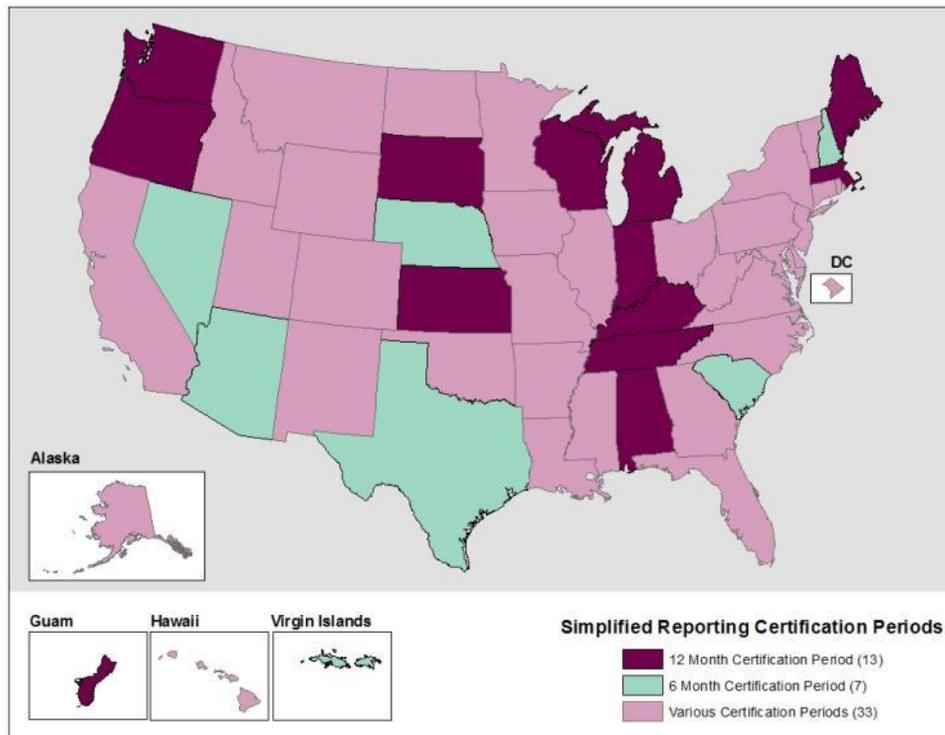
- Arizona
- Nebraska
- Nevada
- New Hampshire

- South Carolina
- Texas
- Virgin Islands

TWELVE MONTH PERIODS (13)

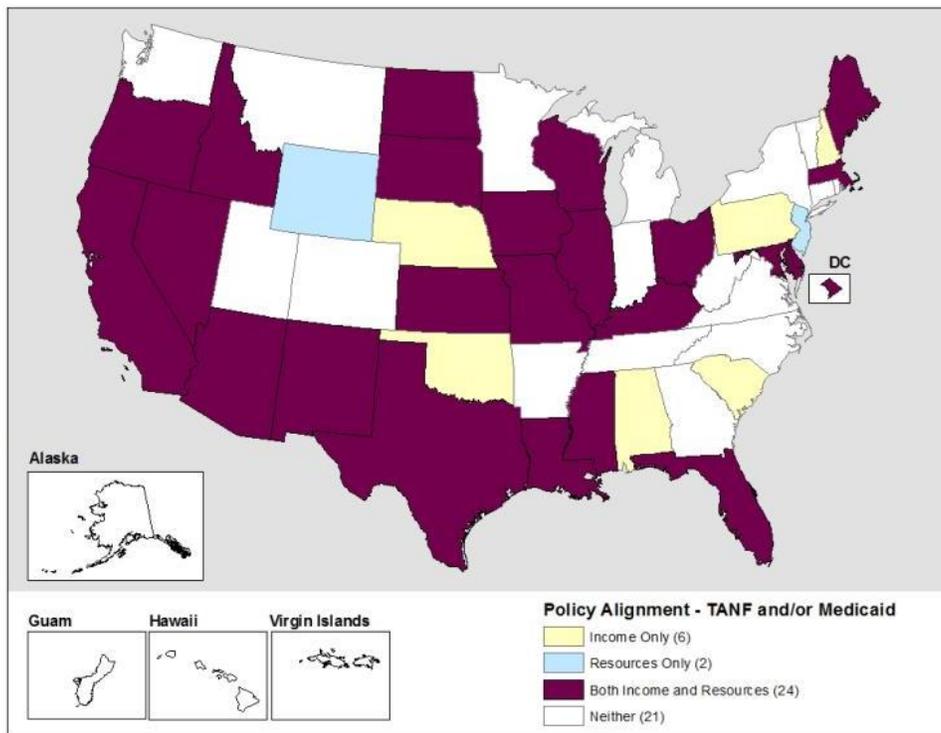
- Alabama
- Guam
- Indiana
- Kansas
- Kentucky

- Maine
- Massachusetts
- Michigan
- Oregon
- South Dakota
- Tennessee
- Washington
- Wisconsin



State agencies have the option to exclude some types of income and resources by aligning SNAP policy with the Temporary Assistance for Needy Families (TANF) or Medicaid policy. Income not counted under Section 1931 of Medicaid or TANF can be excluded with some exceptions. The exceptions are wages, salaries, benefits from major assistance programs, regular payments from a government source, worker’s compensation, child support payments, and other types determined countable to ensure fairness in eligibility determinations. The same option exists for the treatment of resources. A number of resources cannot be excluded when using this option, including cash, licensed vehicles, and readily available amounts in financial institutions.

INCOME ONLY (6)	RESOURCES ONLY (2)	RESOURCES & INCOME (24)		
Alabama Nebraska New Hampshire Oklahoma Pennsylvania South Carolina	New Jersey Wyoming	Arizona California DC Delaware Florida Idaho Illinois	Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Mississippi Missouri	Nevada New Mexico North Dakota Ohio Oregon South Dakota Texas Wisconsin



States have the option to adopt a simplified method for determining the cost of doing business in cases where an applicant is self-employed. Should a State decide to adopt a simplified method, the State agency has flexibility to develop a method to calculate this cost, a flat percentage, a figure based on average costs, or some other method. Some States use different figures/methods for different types of self-employment. At present, 19 States have adopted a simplified method for determining the costs of doing business for self-employed applicant income. Of these, 17 use a flat percentage of gross income applied to all types of self-employment. One State (Michigan) uses different percentages depending on the type of self-employment. One State (Washington) uses a flat \$100 or actual expenses, whichever is greater.

SIMPLIFIED SELF-EMPLOYMENT DETERMINATION (Flat Percentage) (17)

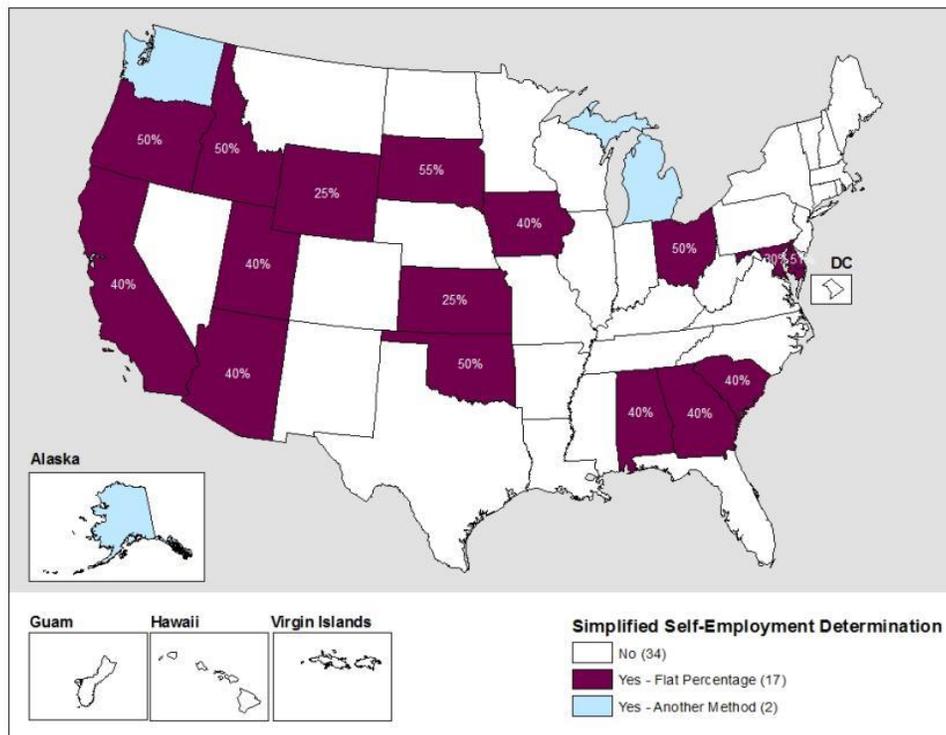
- Alabama - 40%
- Alaska - 50%
- Arizona - 40%

- California - 40%
- Delaware - 51%
- Georgia - 40%
- Idaho - 50%
- Iowa - 40%
- Kansas - 25%
- Maryland - 30%

- Ohio - 50%
- Oklahoma - 50%
- Oregon - 50%
- South Carolina - 40%
- South Dakota - 55%
- Utah - 40%
- Wyoming - 25%

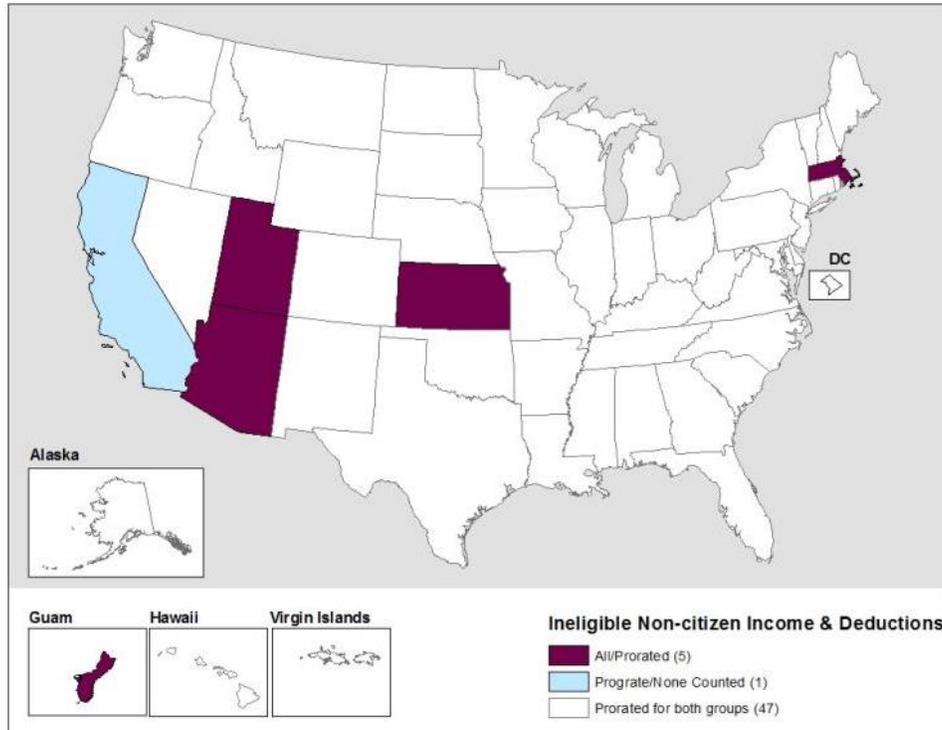
ANOTHER METHOD (2)

- Michigan
- Washington



Although ineligible non-citizens cannot receive SNAP benefits, their income is relevant to the SNAP determinations for other eligible individuals who live in their household. Ineligible non-citizens fall into two general categories: 1) those who are unable or unwilling to provide documentation of immigration status, and 2) those classes of non-citizens listed in 7 CFR 273.11(c)(3)(i)(A) through (G). The second category generally includes persons who were lawfully admitted to the United States and have provided documentation of their immigration status. For each of these categories, State agencies have two options. For the first category they may count all income and deductions, or a prorated share. For the second category they may count none of the income and deductions or a prorated share.

INCOME AND DEDUCTIONS PRORATED FOR BOTH GROUPS (47)	DC	Michigan	North Dakota	Virginia	ALL/ PRORATED (5)
	Florida	Minnesota	Ohio	Washington	
	Georgia	Mississippi	Oklahoma	West Virginia	
	Hawaii	Missouri	Oregon	Wisconsin	
	Idaho	Montana	Pennsylvania	Wyoming	
	Alabama	Nebraska	Rhode Island		PRORATED/ NONE (1)
	Alaska	Nevada	South Carolina		
	Arkansas	New Hampshire	South Dakota		
	Colorado	Kentucky	Tennessee		
	Connecticut	Louisiana	Texas		
	Delaware	Maine	Vermont		
		Maryland	North Carolina	Virgin Islands	

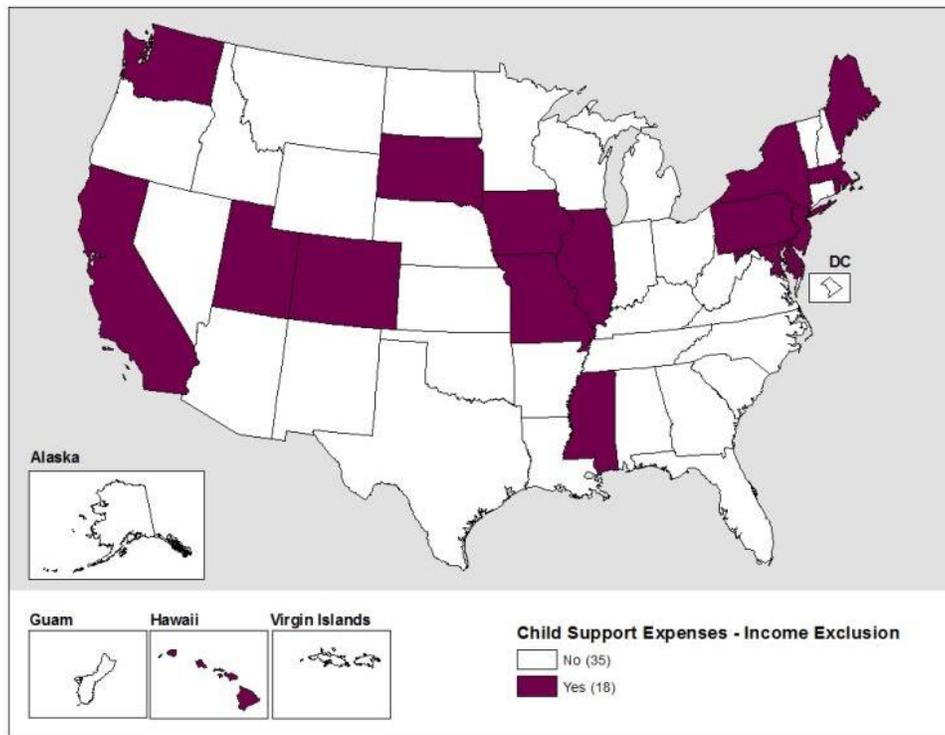


CHILD SUPPORT EXPENSE INCOME EXCLUSION

273.9(d)(5)
273.9(c)(17)

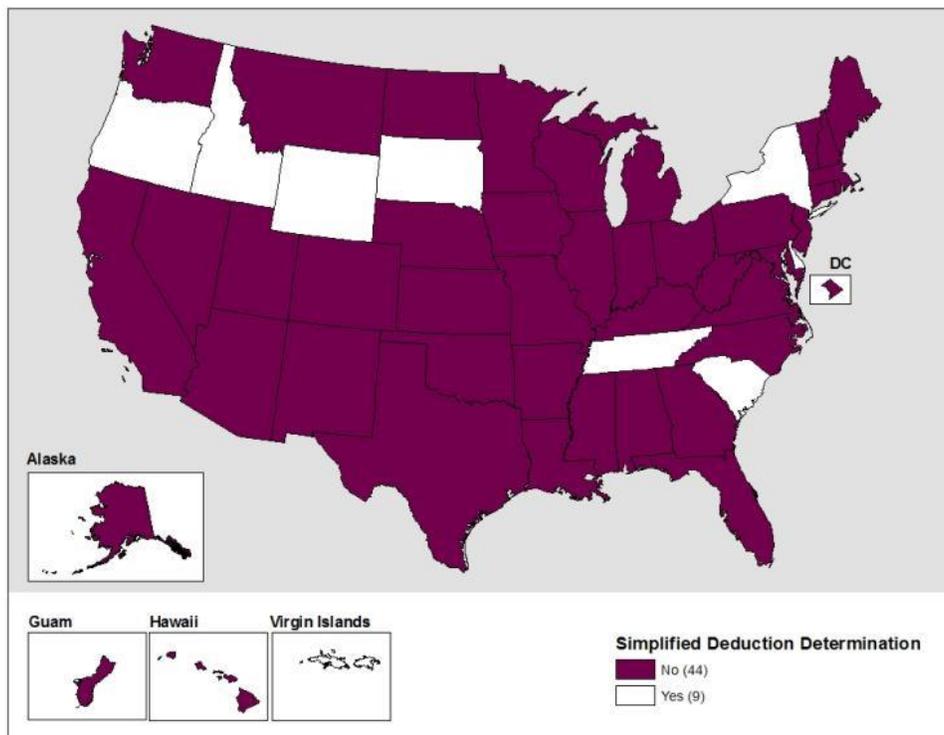
States have the option to treat legally obligated child support payments made to non-household members as income exclusion rather than a deduction. This option helps to encourage payment of child support by excluding the amount paid from being considered part of the payer’s gross income.

YES (18)	Hawaii	Maryland	New Jersey	South Dakota
California	Illinois	Massachusetts	New York	Utah
Colorado	Iowa	Mississippi	Pennsylvania	Washington
Delaware	Maine	Missouri	Rhode Island	



States have the option to average expenses that are billed more or less often than on a monthly basis. For example, if a household receives a single bill in February which covers a 3-month period, the bill may be averaged over February, March, and April. Conversely, a one-time only expense can be averaged over the entire certification period in which they are billed. Averaging begins the month the change would become effective.

YES (9)	Idaho	Oregon	South Dakota	Virgin Islands
Delaware	New York	South Carolina	Tennessee	Wyoming

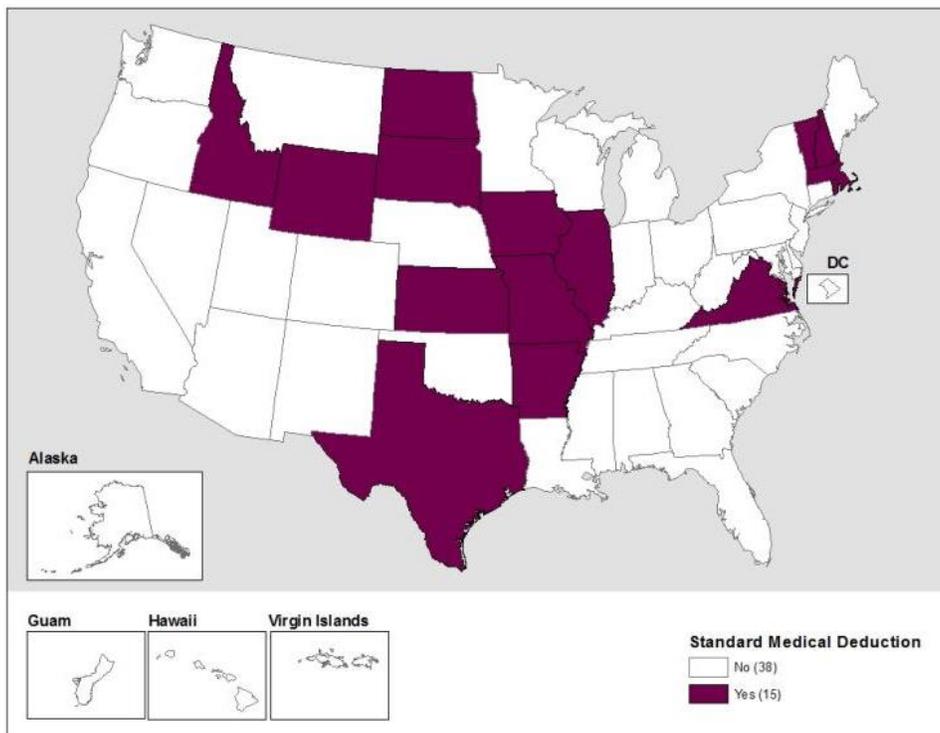


STANDARD MEDICAL DEDUCTIONS

SNAP households with individuals who are disabled or over 60 years in age are entitled to deduct allowable, out-of-pocket medical expenses for that household member that are in excess of \$35/month. State agencies may request a demonstration waiver to establish a Standard Medical Deduction in lieu of calculating actual expenses. This streamlines case handling procedures while still requiring qualifying households to verify that their medical expenses exceed \$35/month.

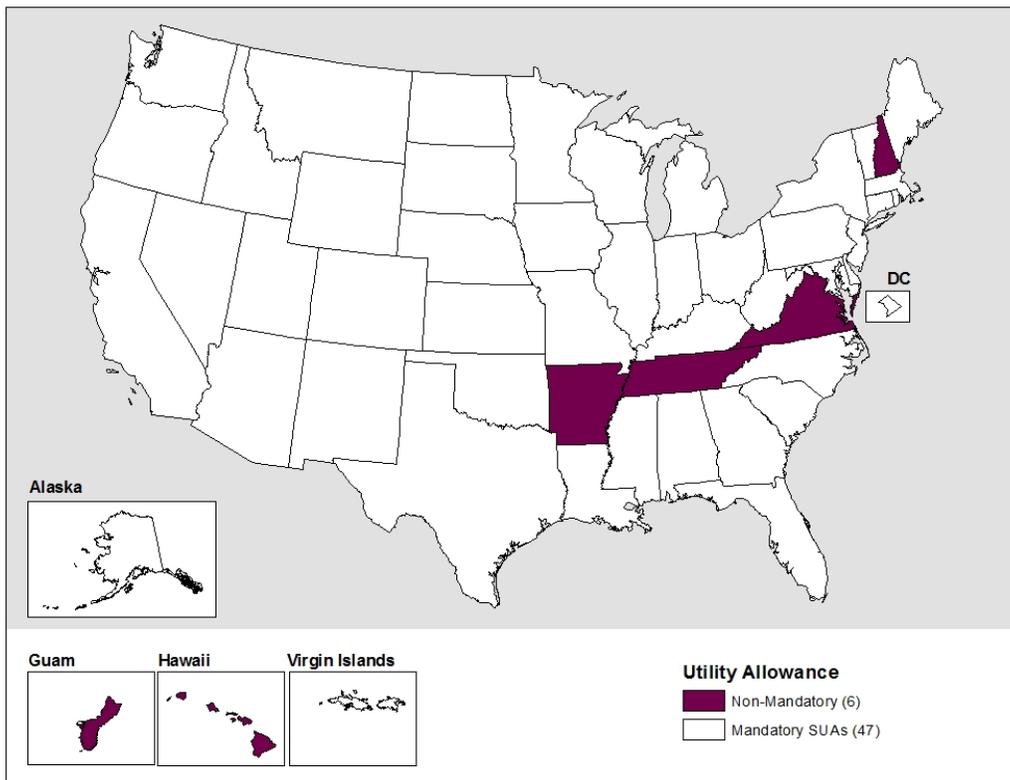
STANDARD MEDICAL DEDUCTION (15)

Arkansas	Kansas	North Dakota	Vermont
Idaho	Massachusetts	Rhode Island	Virginia
Illinois	Missouri	South Dakota	Wyoming
Iowa	New Hampshire	Texas	



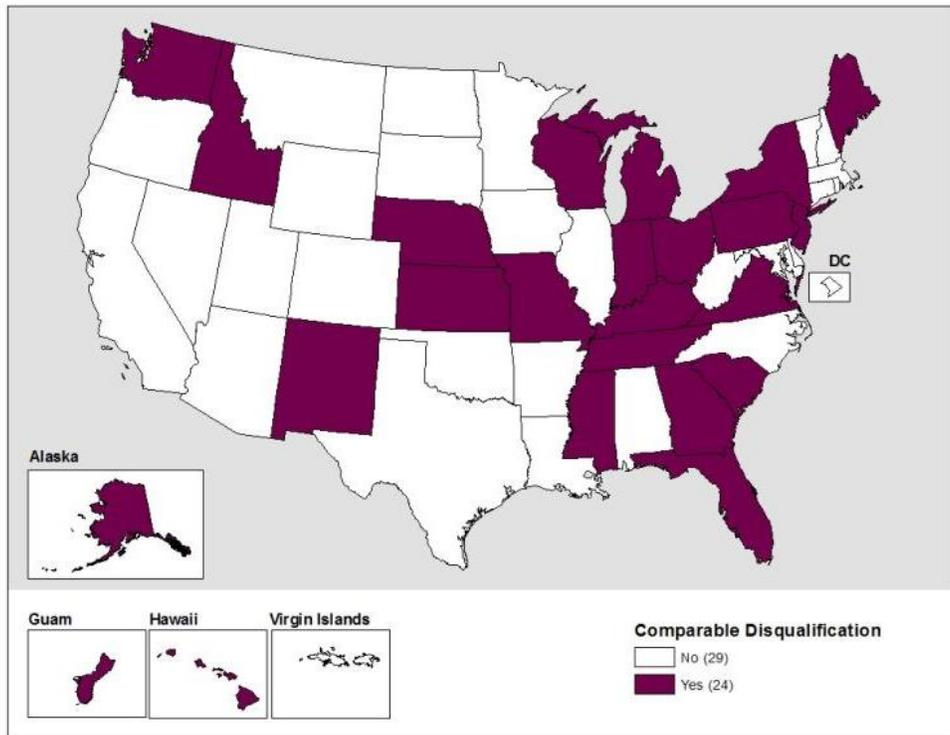
State agencies electing to use SUAs for all households in place of actual utility costs can opt to make their SUA mandatory. By taking this option, the State opts out of the requirement to prorate SUAs for households that share living space. In addition, this option requires that States use a SUA that includes the heating and cooling costs of public housing residents with shared meters that are charged only for excess utility costs.

MANDATORY SUAs (47)	Georgia	Michigan	North Dakota	Vermont	Guam
	Idaho	Minnesota	Ohio	Virgin Islands	Hawaii
	Alabama	Illinois	Oklahoma	Washington	New Hampshire
	Alaska	Indiana	Oregon	West Virginia	Tennessee
	Arizona	Iowa	Pennsylvania	Wisconsin	Virginia
	California	Kansas	Rhode Island	Wyoming	
	Colorado	Kentucky	South Carolina		
	Connecticut	Louisiana	South Dakota		
	DC	Maine	Texas	NON - MANDATORY (6)	
	Delaware	Maryland	Utah	Arkansas	
Florida	Massachusetts	North Carolina			



State agencies may disqualify SNAP applicants or recipients who fail to perform actions required by other Federal, State, or local means tested public assistance programs. A State agency has the option to select the types of disqualifications within a program that it wants to impose on SNAP recipients. Only the individual who committed the violation may be disqualified from SNAP, even if the entire household was disqualified under the rules of the other means-tested program.

YES (24)	Hawaii	Maine	New Jersey	South Carolina
Alaska	Idaho	Michigan	New Mexico	Tennessee
Florida	Indiana	Mississippi	New York	Virginia
Georgia	Kansas	Missouri	Ohio	Washington
Guam	Kentucky	Nebraska	Pennsylvania	Wisconsin



CHILD SUPPORT-RELATED DISQUALIFICATION

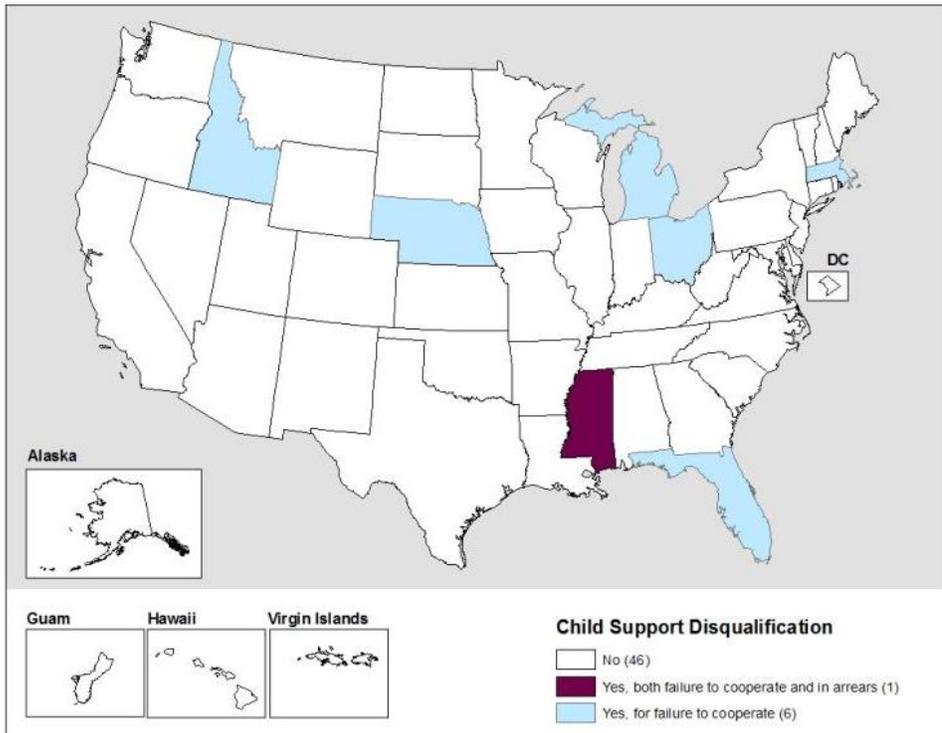
273.11(o)
273.11(p)

States have the option to disqualify individuals who fail to cooperate with child support enforcement agencies, who are in arrears in court-ordered child support payments, or both.

ARREARS AND FAILURE TO COOPERATE (1)
Mississippi

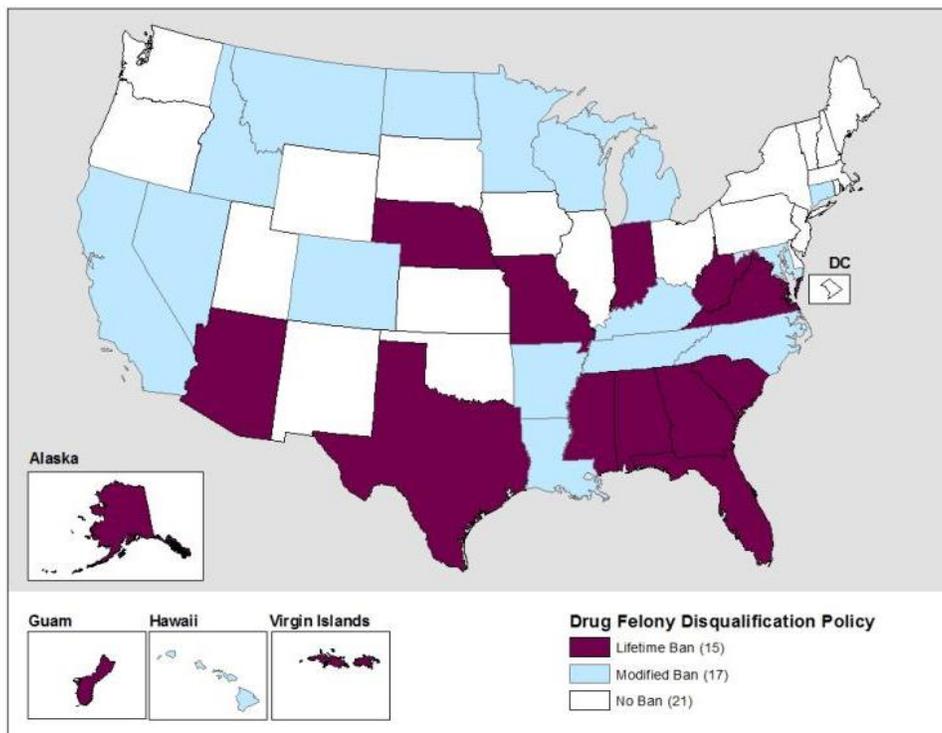
FAILURE TO COOPERATE (6)
Florida
Idaho
Massachusetts

Michigan
Nebraska
Ohio



Welfare reform legislation permanently disqualifies people from SNAP participation if they have been convicted of a State or federal felony offense, based on behavior which occurred after August 22, 1996, involving the possession, use or distribution of a controlled substance. State legislatures can opt out of the penalty entirely or choose to impose less severe restrictions through a modified ban. Examples of these modified approaches are 1) limiting the circumstances in which the permanent disqualification applies (such as only when convictions involve the sale of drugs); 2) requiring the person convicted to submit to drug testing; 3) requiring participation in a drug treatment program; and/or 4) imposing a temporary disqualification period.

LIFETIME BAN (15) Alabama Alaska Arizona Florida Georgia Guam Indiana Mississippi Missouri	Nebraska	Colorado	North Carolina	Iowa	Oregon
	South Carolina	Connecticut	North Dakota	Kansas	Pennsylvania
	Texas	Hawaii	Tennessee	Maine	Rhode Island
	Virginia	Idaho	Wisconsin	Massachusetts	South Dakota
	Virgin Islands	Kentucky	NO BAN (21) DC Delaware Illinois	New Hampshire	Utah
	West Virginia	Louisiana		New Jersey	Vermont
	MODIFIED BAN (17) Arkansas California	Maryland		New Mexico	Washington
		Michigan		New York	Wyoming
		Minnesota		Ohio	
		Montana	Oklahoma		
		Nevada			



BROAD BASED CATEGORICAL ELIGIBILITY

273.2(j)(2)(iii)

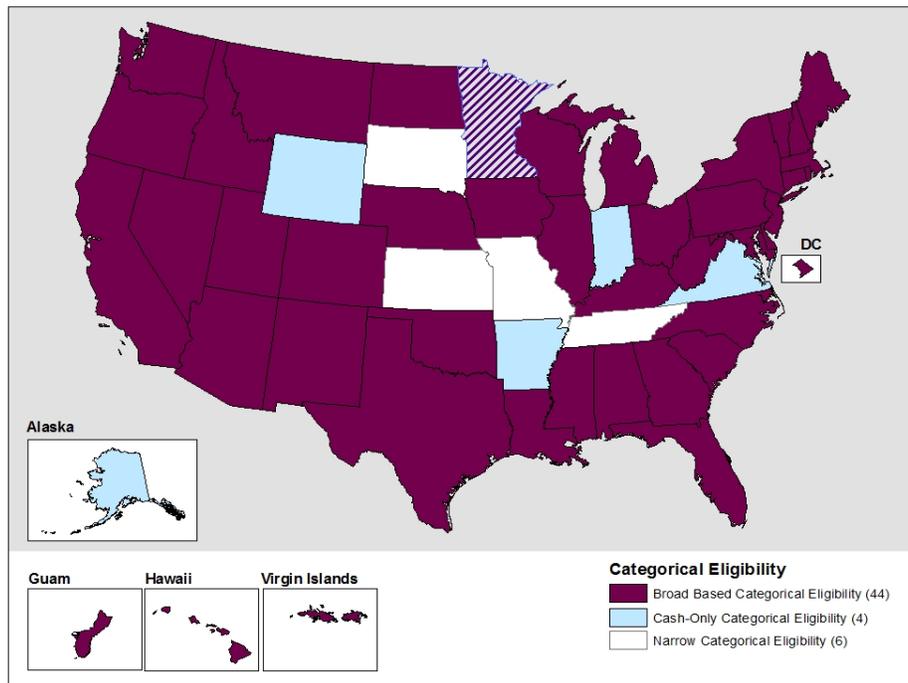
There are two ways in which categorical eligibility can be conferred: through cash benefits or non-cash benefits and services. First, Cash-Only Categorical Eligibility is a policy that makes most households categorically eligible for SNAP because they qualify for a cash TANF benefit, Supplemental Security Income (SSI), or General Assistance (GA). Eligibility for SNAP is established through “narrow” eligibility requirements (such as requiring the client to be enrolled in certain programs like employment assistance or be receiving child care or transportation assistance).

Second, Broad Based Categorical Eligibility (BBCE) is a policy that makes most households categorically eligible for SNAP because they qualify for a non-cash TANF or MOE funded benefit, such as a pamphlet or 800 number. States have flexibility in designing their TANF programs used to confer BBCE. In some States all households are eligible for the non-cash TANF/MOE benefit that confers categorical eligibility, while some States limit eligibility to only certain households. For example, a State may provide the benefit that confers BBCE only to households with dependent children.

BROAD BASED CATEGORICAL ELIGIBILITY (44)	Georgia	Michigan*	Ohio	West Virginia	Tennessee
	Guam	Minnesota**	Oklahoma	Wisconsin	CASH-ONLY CATEGORICAL ELIGIBILITY (4)
	Hawaii	Mississippi	Oregon	NARROW CATEGORICAL ELIGIBILITY (6)	
	Alabama	Idaho*	Pennsylvania*		
	Arizona	Illinois	Rhode Island		
	California	Iowa	South Carolina		
	Colorado	Kentucky	Texas*		
	Connecticut	Louisiana	Utah		
	DC	Maine	Vermont		
	Delaware	Maryland	Virgin Islands		
	Florida	Massachusetts	Washington		
			North Carolina		
			North Dakota		

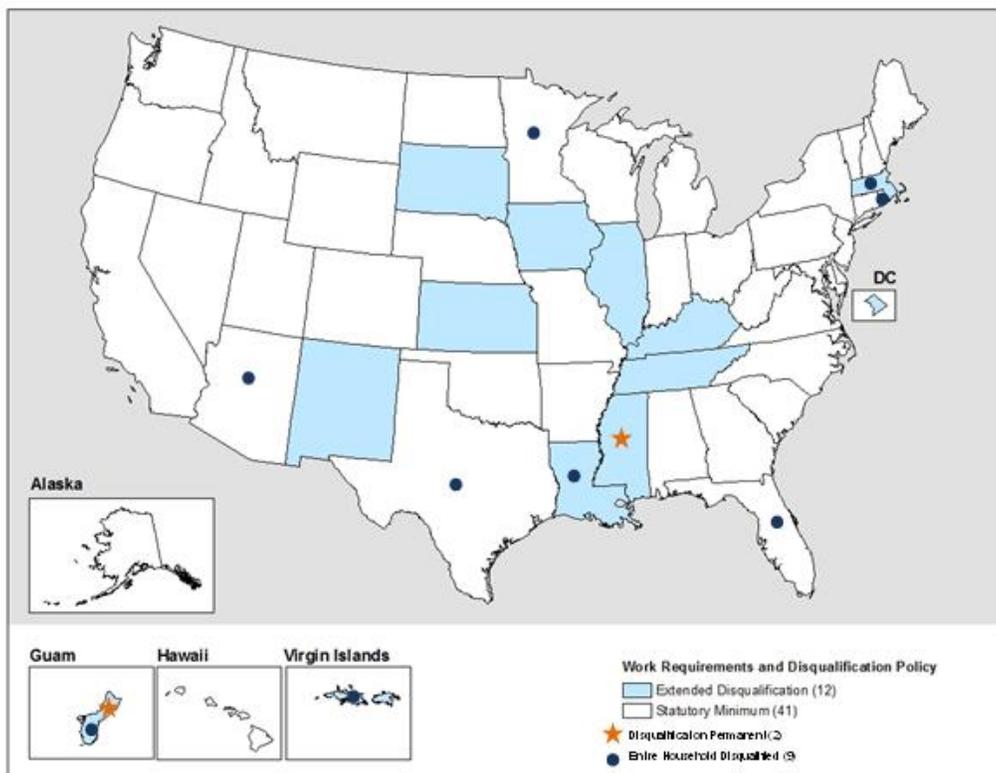
*Indicates that the State has chosen to limit the amount of allowable assets

**Indicates the State has selected both BBCE and Narrow Categorical Eligibility



SNAP regulations require all non-exempt household members to comply with work requirements. Work requirements include registering for work, participating in an employment and training (E&T) or workfare program if assigned to one by the State agency, not voluntarily quitting a job, working 30 or more hours per week, and accepting a suitable employment offer. Individuals who fail to comply with SNAP work requirements without good cause are ineligible for program benefits and disqualified from SNAP for certain periods of time, depending on how many prior instances of non-compliance there have been. The minimum periods set by law are 1 month for the first instance, 3 months for the second, and 6 months for the third. The law gives States the options to 1) set disqualification periods longer than these minimum mandatory periods, 2) make the disqualification permanent upon the third occurrence, and 3) sanction the entire household if the head of household fails to comply with work requirements.

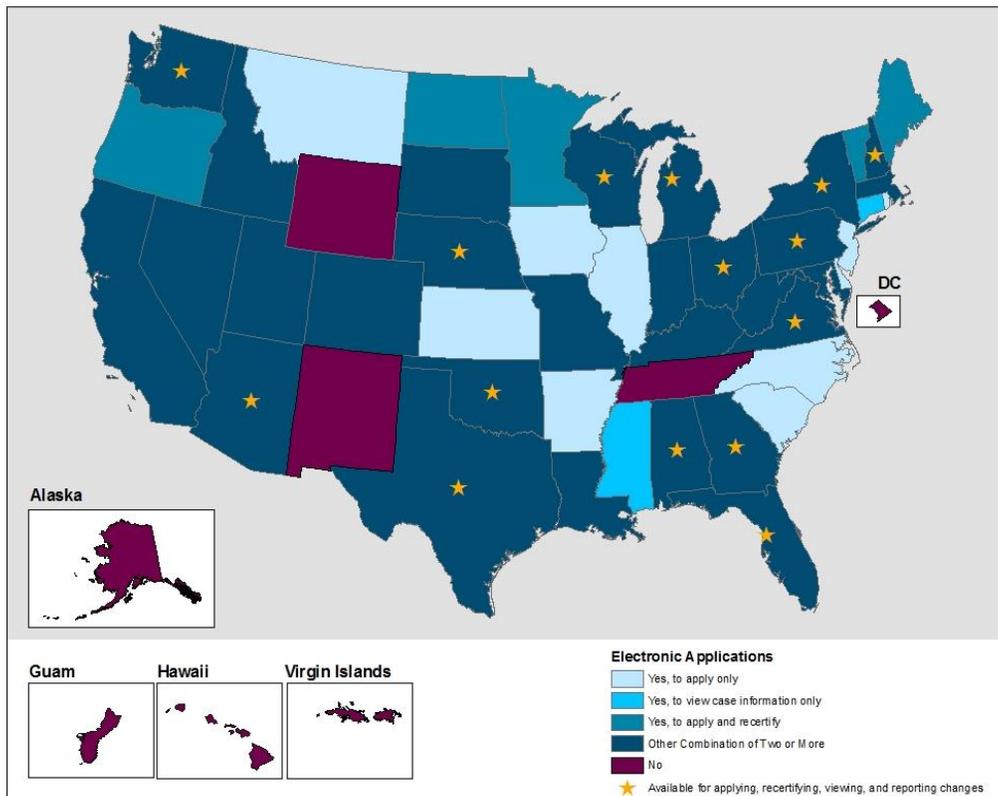
EXTENDED DISQUALIFICATIONS (12) DC Guam Illinois Iowa	Kansas	South Dakota	Arizona	Rhode Island	Mississippi
	Kentucky	Tennessee	Florida	Texas	
	Louisiana		Guam	Virgin Islands	
	Massachusetts	ENTIRE HOUSEHOLD DISQUALIFIED (9)	Louisiana		
	Mississippi		Massachusetts	DISQUALIFICATION PERMANENT (2)	
	New Mexico		Minnesota	Guam	



ONLINE APPLICATION AND CASE MANAGEMENT

Forty-three States provide applicants for SNAP with the opportunity to apply for benefits online. Many State websites also allow clients to view information about their case or report changes in factors that affect eligibility or benefit level.

VIEW CASE INFORMATION ONLY (2)	Iowa	APPLICATION AND RECERT (5)	Florida	Washington	Louisiana
	Connecticut		Maine	Georgia	
APPLICATION ONLY (10)	Mississippi	Minnesota	Michigan	OTHER COMBINATION (13)	Massachusetts
	Arkansas	North Dakota	Nebraska		California
Delaware	North Carolina	Oregon	New Hampshire	Colorado	Nevada
Illinois	Rhode Island	Vermont	New York	Idaho	South Dakota
	South Carolina	ALL ACTIONS (15)	Ohio	Indiana	Utah
		Alabama	Oklahoma	Kentucky	West Virginia
		Arizona	Pennsylvania		
			Texas		
			Virginia		

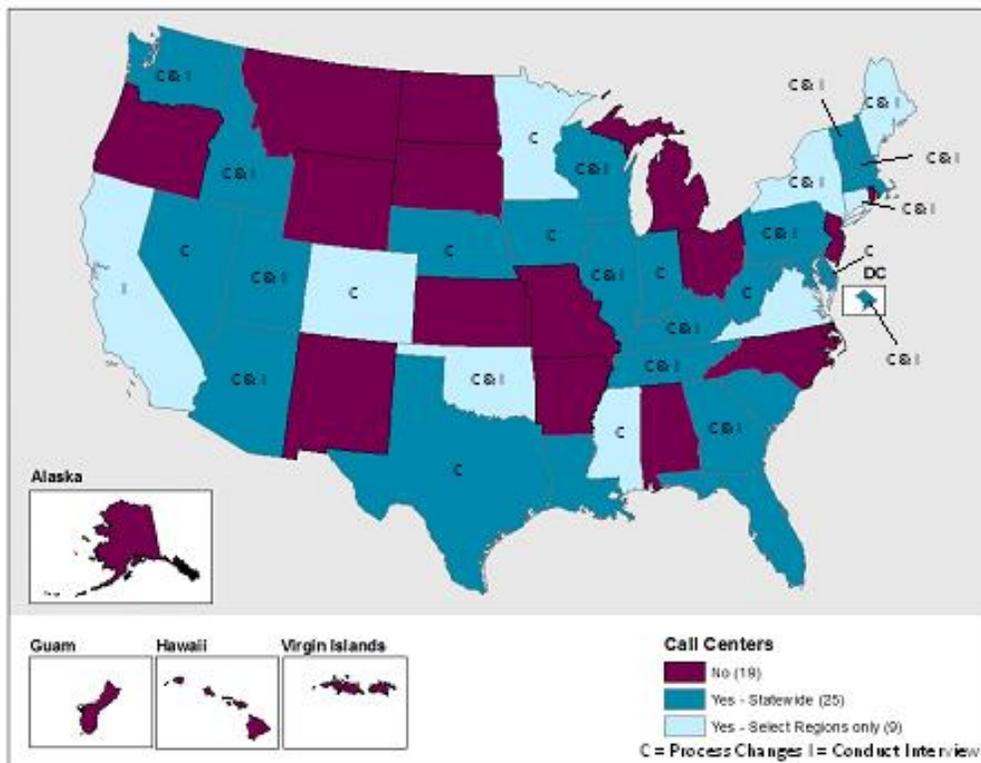


CALL CENTERS

Call centers can provide support to the certification process in local offices by reducing the time local certification offices spend answering phone calls concerning general SNAP information, application and benefit status information, certification interviews, customer complaints, and processing changes. In some States, call centers go beyond these functions to directly certify and re-certify households.

Call centers can help reduce errors caused by unreported changes, high workloads, and unanswered phone/voice mail messages. Benefits include task specialization; prompt customer service, measurable work performance, dedicated phone lines, and the ability to reinforce change reporting with one phone number for participants to remember.

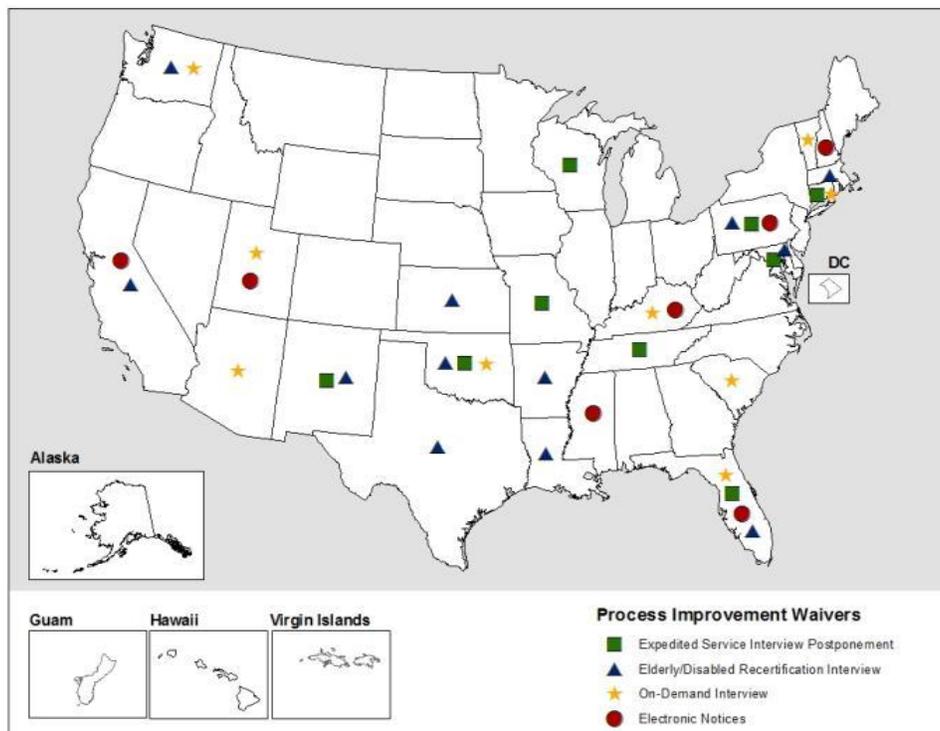
REGIONAL (9)	New York	Delaware	Kentucky	Pennsylvania	West Virginia
California	Oklahoma	Florida	Louisiana	South Carolina	Wisconsin
Colorado	Virginia	Georgia	Maryland	Tennessee	
Connecticut		Idaho	Massachusetts	Texas	
Maine	STATEWIDE (25)	Illinois	Nebraska	Utah	
Minnesota	Arizona	Indiana	Nevada	Vermont	
Mississippi	DC	Iowa	New Hampshire	Washington	



PROCESS IMPROVEMENT WAIVERS

Due to limited State budgets and economic conditions which have led to caseload growth, States are seeking to increase efficiency through several innovative administrative waivers. The elderly and disabled recertification interview waiver allows the State to waive the recertification interview for households in which all adult members are elderly or disabled and have no earned income. The postpone expedited service interview waiver allows the State to postpone the certification interview for certain expedited service households for up to 2 months, provided that household identity is verified and staff have attempted to contact the household for interview. The on-demand interview waiver allows the State to waive interview scheduling requirements, allowing clients the option to call the State to complete the interview during business hours within a certain time period. The electronic notices waiver allows the State to issue electronic notices to clients who elect to receive notices via email rather than paper mail.

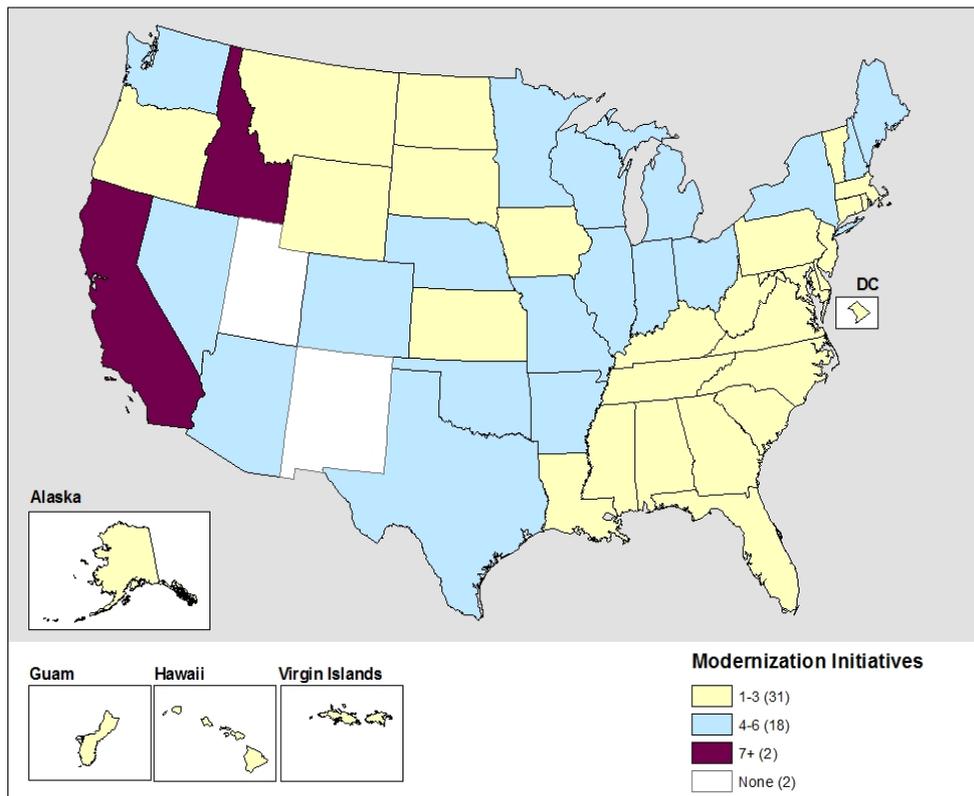
ELDERLY AND DISABLED RECERTIFICATION INTERVIEW (12)	Maryland	ELECTRONIC NOTICES (7)	POSTPONE EXPEDITED SERVICE INTERVIEW (9)	Oklahoma	Kentucky		
	Massachusetts			California		Pennsylvania	Oklahoma
	New Mexico			Florida		Tennessee	Oklahoma
	Oklahoma			Kentucky		Wisconsin	South Carolina
	Pennsylvania			Mississippi		ON-DEMAND INTERVIEW (9)	Utah
	Texas			New Hampshire			Vermont
	Washington			Pennsylvania			Washington
	Arkansas	Utah		Arizona			
	California			Connecticut			
	Florida		Florida				
Kansas							
Louisiana							



MODERNIZATION INITIATIVES

States are continually seeking innovative managerial and technology solutions to increase efficiency. Modernization initiatives include check-in kiosks statewide or in select areas, telephonic signature at application or recertification, automated voice response/interactive voice response system statewide or in select areas, process improvement projects (e.g. Lean Six Sigma, Business Process Reengineering (BPR) statewide or in select areas, casebanking, specialized work units, and targeted interviewing and case processing.

IMPLEMENTED 1 TO 3 BPR (31)	IMPLEMENTED 4 TO 6 BPR OPTIONS (18)	IMPLEMENTED 7 OR MORE BPR OPTIONS (2)
Iowa	Missouri	California
Kansas	Nebraska	Idaho
Alabama	Nevada	
Alaska	New Hampshire	
Connecticut	New York	
DC	Ohio	
Delaware	Oklahoma	
Florida	Texas	
Georgia	Washington	
Guam	Wisconsin	
Hawaii		
Oregon		
Pennsylvania		
Rhode Island		
South Carolina		
South Dakota		
Tennessee		
Vermont		
Virginia		
Virgin Islands		
West Virginia		
Wyoming		

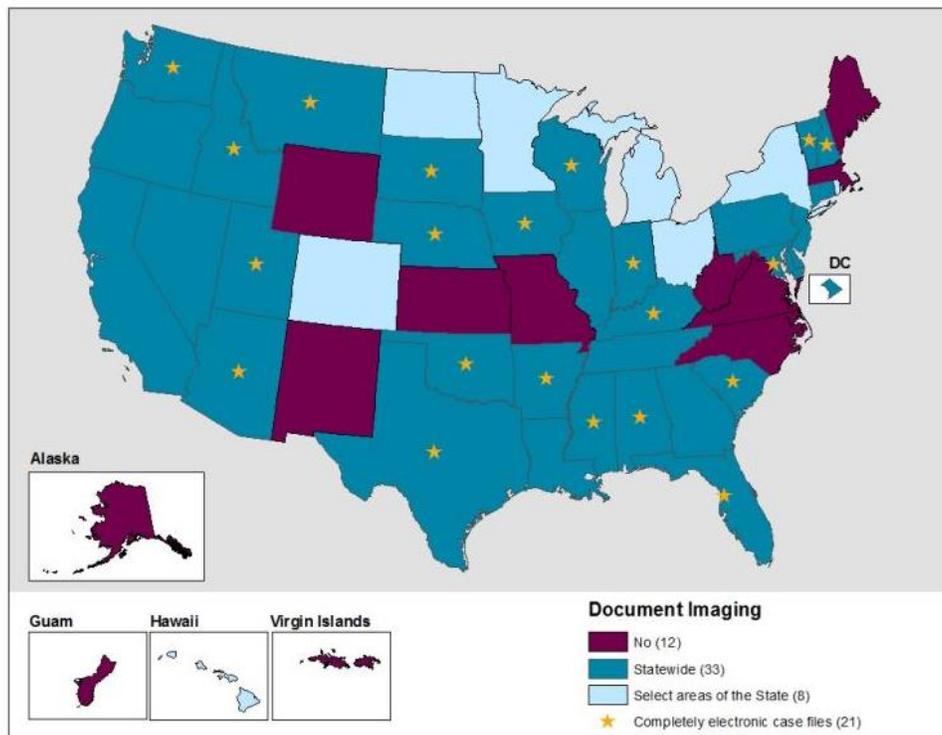


DOCUMENT IMAGING

Document imaging is the process of scanning paper documents and converting them to digital images that are then stored in an electronic format. This technology allows State agencies to create paperless or less paper intensive certification systems, cutting the expenses and space requirements associated with the storage and maintenance of this documentation and increasing the efficiency of the certification process.

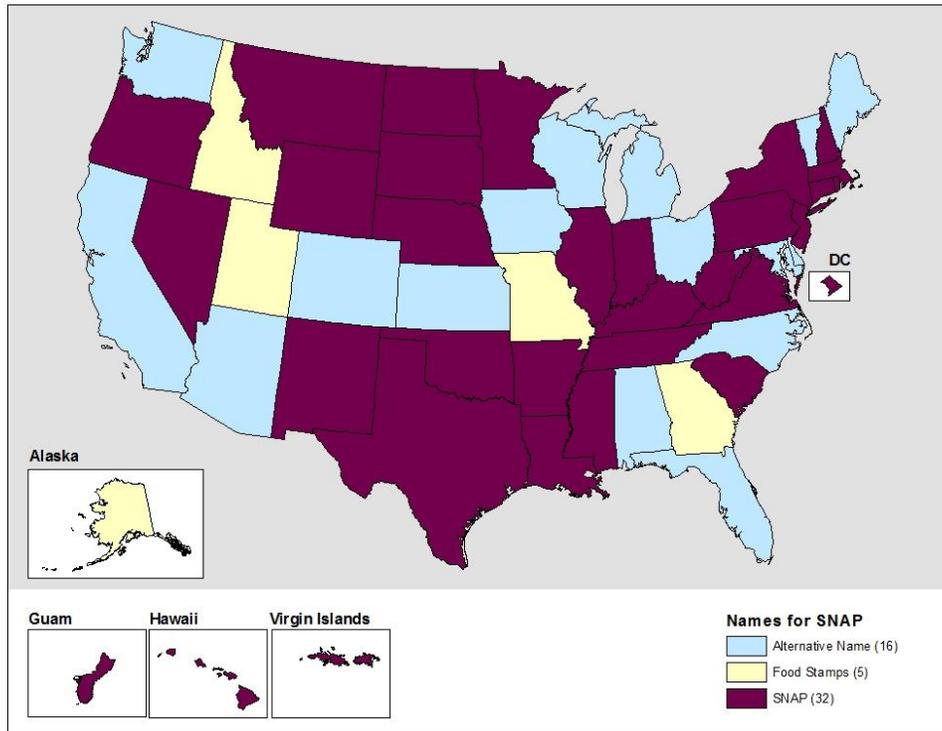
This technology may be used to scan permanent verification documents (such as birth certificates or alien registration), temporary verification (such as wage stubs, rent receipts, or bank statements), or entire case records (including signed applications, periodic reports, or change reports).

STATEWIDE (33)	Florida*	Maryland*	Oregon	Washington*	Minnesota
Alabama*	Georgia	Mississippi*	Pennsylvania	Wisconsin*	New York
Arizona*	Idaho*	Montana*	South Carolina*		North Dakota
Arkansas*	Illinois	Nebraska*	South Dakota*	SELECT AREAS (8)	Ohio
California	Indiana*	New Hampshire*	Tennessee	Colorado	Rhode Island
Connecticut	Iowa*	New Jersey	Texas*	Hawaii	
DC	Kentucky*	Nevada	Utah*	Michigan	
Delaware	Louisiana	Oklahoma*	Vermont*		



As of Oct. 1, 2008, the name for the Food Stamp Program changed to Supplemental Nutrition Assistance Program (SNAP). The name reflects the changes to meet the needs of clients, including a focus on nutrition. The name change was mandated by the Food, Conservation and Energy Act of 2008. At the State level, State agencies may adopt the new program name SNAP, continue to refer to their program as the Food Stamp Program, or choose an alternate name. For more information on States that have chosen alternate names, see the State Profiles section of this report.

SNAP (32)		Oregon	FSP (5)	OTHER (16)	
Arkansas	Minnesota	Pennsylvania	Alaska	Alabama	Michigan
Connecticut	Mississippi	Rhode Island	Georgia	Arizona	North Carolina
DC	Montana	South Carolina	Idaho	California	Ohio
Guam	Nebraska	South Dakota	Missouri	Colorado	Vermont
Hawaii	Nevada	Tennessee	Utah	Delaware	Washington
Illinois	New Hampshire	Texas		Florida	Wisconsin
Indiana	New Jersey	Virgin Islands		Iowa	
Kentucky	New Mexico	Virginia		Kansas	
Louisiana	New York	West Virginia		Maine	
Massachusetts	North Dakota	Wyoming		Maryland	
	Oklahoma				



State Summaries

Options	Alabama	Alaska	Arizona	Arkansas	California
SNAP Name	Food Assistance	Food Stamp Program	Nutrition Assistance	SNAP	CalFresh
Simplified Reporting - Certification Length	12 months	6, 12, 24 months	6 months	12 months, 24 months, 36 months	12, 24 months
Simplified Reporting - Action on Changes	Changes that increase benefits	All changes	All changes	All changes	All changes
Monthly/Change Reporting	No / No	No / Yes	No / Yes	No / Yes	No / Yes
Simplified Income and Resources	Yes / No	No / No	Yes / Yes	No / No	Yes / Yes
Simplified Self-Employment Determination	Flat percentage: 40%	Flat percentage: 50%	Flat percentage: 40%	No	Flat percentage: 40%
Child Support Expense Exclusion	No	No	No	No	Yes
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	All income and deductions	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	No	No	No
Standard Medical Deduction	No	No	No	Yes	No
Simplified Homeless Housing Cost	No	Yes	Yes	No	Yes
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Non-mandatory	Simplified mandatory
Comparable Disqualification	No	Yes	No	No	No
Child Support-Related Disqualification	No	No	No	No	No
Drug Felony Disqualification	Lifetime ban	Lifetime ban	Lifetime ban	Modified ban	Modified ban
Broad Based Categorical Eligibility (BBCE)	Yes	No	Yes	No	Yes
Narrow Categorical Eligibility	No	Yes	No	No	No
Work Requirements and Employment and Disqualification Policy	Statutory minimum	Statutory minimum	Statutory minimum; Entire household disqualified	Statutory minimum	Statutory minimum
Transitional Benefits	No	No	Yes	No	Yes
Online Application and Case Management	Apply, Recertify, View Case Information, Report Changes	No	Apply, Recertify, View Case Information, Report Changes	Apply	Apply, Recertify, View Case Information
Call Centers	No	No	Statewide	No	Regional
Process Improvement Waivers	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification, On-Demand Interview	Waive recertification interview for certain elderly/disabled HHS, Waive face-to-face interview at initial and recertification	Waive recertification interview for certain elderly/disabled HHS, Expedited Interview, On-Demand Interview, Electronic notices, Waive face-to-face interview at initial and recertification
Business Process Reengineering (BPR)	BPR analysis	AVR/IVR, BPR analysis, Specialized work units	AVR/IVR, BPR analysis, Specialized work units, Targeted interviewing/case processing	Casebanking, BPR analysis, Specialized work units, Targeted interviewing and case proceeding	Kiosks, Telephonic signature, AVR/IVR, BPR analysis, Casebanking, Specialized work units
Document Imaging	Yes	No	Yes	Yes	Yes

Options	Colorado	Connecticut	Delaware	District of Columbia	Florida
SNAP Name	Food Assistance Program	SNAP	Food Supplement Program	SNAP	Food Assistance Program
Simplified Reporting - Certification Length	6, 24 months	12, 24 months	12, 24 months	6, 12 months	6, 24 months
Simplified Reporting - Action on Changes	Changes that increase benefits	All changes	All changes	All changes	Changes that increase benefits
Monthly/Change Reporting	No / Yes	No / Yes	No / No	No / Yes	No / Yes
Simplified Income and Resources	No / No	No / No	Yes / Yes	Yes / Yes	Yes / Yes
Simplified Self-Employment Determination	No	No	Flat percentage: 51%	No	No
Child Support Expense Exclusion	Yes	No	Yes	No	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	Yes	No	No
Standard Medical Deduction	No	No	No	No	No
Simplified Homeless Housing Cost	Yes	No	Yes	No	No
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified-mandatory
Comparable Disqualification	No	No	No	No	Yes
Child Support-Related Disqualification	No	No	No	No	Failure to cooperate
Drug Felony Disqualification	Modified ban	Modified ban	No ban	No ban	Lifetime ban
Broad Based Categorical Eligibility (BBCE)	Yes	Yes	Yes	Yes	Yes
Narrow Categorical Eligibility	No	No	No	No	No
Work Requirements and Employment and Disqualification Policy	Statutory minimum	Statutory minimum	Statutory minimum	Extended period	Statutory minimum; Entire household disqualified
Transitional Benefits	No	No	No	No	No
Online Application and Case Management	Apply, View case information, Report changes	View Case Information	Apply	No	Apply, Recertify, View case info, Report changes
Call Centers	Regional	Regional	Statewide	Statewide	Statewide
Process Improvement Waivers	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification, Expedited Interview, On-Demand Interview	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at recertification	Expedited service, Waive recertification for certain elderly/disabled HHs, On-Demand Interview, Electronic notices
Business Process Reengineering (BPR)	Kiosks, BPR analysis, Specialized work units, Targeting interview and case processing	AVR/IVR, BPR analysis, Specialized work units	Specialized work units	BPR analysis, Casebanking, Specialized work units	Telephonic Signature, AVR/IVR, Specialized Work Unit
Document Imaging	Yes	Yes	Yes	Yes	Yes

Options	Georgia	Guam	Hawaii	Idaho	Illinois
SNAP Name	Food Stamp Program	SNAP	SNAP	Food Stamp Program	SNAP
Simplified Reporting - Certification Length	6, 12 months	12 months	6, 12 months	6, 24 months	6, 12, 24 months
Simplified Reporting - Action on Changes	Changes that increase benefits	All changes	Changes that increase benefits	Changes that increase benefits	All changes
Monthly/Change Reporting	No / No	No / No	No / Yes	No / No	No / Yes
Simplified Income and Resources	No / No	No/ No	No / No	Yes / Yes	Yes / Yes
Simplified Self-Employment Determination	Flat percentage: 40%	No	No	Flat percentage: 50%	No
Child Support Expense Exclusion	No	No	Yes	No	Yes
Ineligible Non-Citizens Income and Deductions	Pro rata share	All income and deductions	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	No	Yes	No
Standard Medical Deduction	No	No	No	Yes	Yes
Simplified Homeless Housing Cost	No	Yes	No	Yes	No
Standard Utility Allowance (SUA)	Simplified mandatory	Non-mandatory	Non-mandatory	Simplified mandatory	Simplified mandatory
Comparable Disqualification	Yes	Yes	Yes	Yes	No
Child Support-Related Disqualification	No	No	No	Failure to cooperate	No
Drug Felony Disqualification	Lifetime ban	Lifetime ban	Modified ban	Modified ban	No Ban
Broad Based Categorical Eligibility (BBCE)	Yes	Yes	Yes	Yes	Yes
Narrow Categorical Eligibility	No	No	No	No	No
Work Requirements and Employment and Disqualification Policy	Statutory minimum	Extended period; Entire household disqualified; Disqualification permanent	Statutory minimum	Statutory minimum	Extended period
Transitional Benefits	Yes	No	Yes	No	Yes
Online Application and Case Management	Apply, Recertify, View case info, Report changes	No	No	Recertify, View case information	Apply
Call Centers	Statewide	No	No	Statewide	Statewide
Process Improvement Waivers	Waive face-to-face interview at initial and recertification	No	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification
Business Process Reengineering (BPR)	AVR/IVR, BPR, Specialized work units	BPR Analysis	AVR/IVR, BPR analysis	Kiosks, Telephonic signature, BPR analysis, Specialized work units, Casebanking, Targeted interview and case processing	Telephonic signature, AVR/IVR, BPR analysis, Casebanking, Specialized work units, Targeted interview and case processing
Document Imaging	Yes	No	Yes	Yes	Yes

Options	Indiana	Iowa	Kansas	Kentucky	Louisiana
SNAP Name	SNAP	Food Assistance Program	Food Assistance Program	SNAP	SNAP
Simplified Reporting - Certification Length	12 months	6, 24 months	12 months	12 months	12, 24 months
Simplified Reporting - Action on Changes	All changes	All changes	All changes	All changes	Changes that increase benefits
Monthly/Change Reporting	No / No	No / No	No / No	No / No	No / No
Simplified Income and Resources	No / No	Yes / Yes	Yes / Yes	Yes / Yes	Yes / Yes
Simplified Self-Employment Determination	No	Flat percentage: 40%	Flat percentage: 25%	No	No
Child Support Expense Exclusion	No	Yes	No	No	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	All income and deductions	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	No	No	No
Standard Medical Deduction	No	Yes	Yes	No	No
Simplified Homeless Housing Cost	No	No	No	Yes	No
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory
Comparable Disqualification	Yes	No	Yes	Yes	No
Child Support-Related Disqualification	No	No	No	No	No
Drug Felony Disqualification	Lifetime ban	No ban	No ban	Modified ban	Modified ban
Broad Based Categorical Eligibility (BBCE)	No	Yes	No	Yes	Yes
Narrow Categorical Eligibility	No	No	Yes	No	No
Work Requirements and Employment and Disqualification Policy	Statutory minimum	Extended period	Extended period	Extended period	Extended period; Entire household disqualified
Transitional Benefits	No	No	No	No	No
Online Application and Case Management	Apply, View case information, Report changes	Apply	Apply	Apply, View case information, Report changes	Apply, Recertify, View case information
Call Centers	Statewide	Statewide	No	Statewide	Statewide
Process Improvement Waivers	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification, Waive recertification interview for certain elderly/disabled HHs	Waive face-to-face interview at initial and recertification, On-Demand interview, Electronic notices	Waive face-to-face interview at initial and recertification, Waive interview at recertification for certain elderly/disabled HHs
Business Process Reengineering (BPR)	Kiosks, AVR/IVR, BPR analysis, Specialized work units	Specialized work units	BPR analysis, Casebanking, Specialized work units	Telephonic signature, BPR analysis, Specialized work units	Targeted interview and case processing
Document Imaging	Yes	Yes	No	Yes	Yes

Options	Maine	Maryland	Massachusetts	Michigan	Minnesota
SNAP Name	Food Supplement Program	Food Supplement Program	SNAP	Food Assistance Program	SNAP
Simplified Reporting - Certification Length	12 months	6, 24 months	12 months	12 months	12, 24 months
Simplified Reporting - Action on Changes	All changes	All changes	Changes that increase benefits	Changes that increase benefits	All changes
Monthly/Change Reporting	No / No	No / No	Yes / Yes	No / Yes	Yes / Yes
Simplified Income and Resources	Yes / Yes	Yes / Yes	Yes / Yes	No / No	No / No
Simplified Self-Employment Determination	No	Flat percentage: 30%	No	Actual (verified) or expenses above 25% of total proceeds	No
Child Support Expense Exclusion	Yes	Yes	Yes	No	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	All income and deductions	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	No	No	No
Standard Medical Deduction	No	No	Yes	No	No
Simplified Homeless Housing Cost	Yes	Yes	Yes	No	No
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory
Comparable Disqualification	Yes	No	No	Yes	No
Child Support-Related Disqualification	No	No	Failure to cooperate	Failure to cooperate	No
Drug Felony Disqualification	No ban	Modified ban	No ban	Modified ban	Modified ban
Broad Based Categorical Eligibility (BBCE)	Yes	Yes	Yes	Yes	Yes
Narrow Categorical Eligibility	No	No	No	No	Yes
Work Requirements and Employment and Disqualification Policy	Statutory minimum	Statutory minimum	Extended period; Entire household disqualified	Extended period	Statutory minimum; Entire household disqualified
Transitional Benefits	Yes	Yes	Yes	No	No
Online Application and Case Management	Apply, Recertify	Apply, Report changes	Apply, View case information	Apply, Recertify, View case information, Report changes	Apply, Recertify
Call Centers	Regional	Statewide	Statewide	No	Regional
Process Improvement Waivers	Waive face-to-face interview at initial and recertification	Expedited service interview postponement, Waive recertification interview for certain elderly/disabled HHs, Waive face-to-face interview at initial and recertification	Waive recertification interview for certain elderly/disabled HHs, Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification
Business Process Reengineering (BPR)	Kiosks, AVR/IVR, BPR analysis, Specialized work units	AVR/IVR	AVR/IVR, BPR analysis	Telephonic signature, AVR/IVR, Casebanking	Kiosks, BPR analysis, Casebanking, Specialized work units, Targeted interview and case processing
Document Imaging	No	Yes	No	Yes	Yes

Options	Mississippi	Missouri	Montana	Nebraska	Nevada
SNAP Name	SNAP	Food Stamp Program	SNAP	SNAP	SNAP
Simplified Reporting - Certification Length	12, 24 months	12, 24 months	12, 24 months	6 months	6 months
Simplified Reporting - Action on Changes	All changes	All changes	All changes	All changes	All changes
Monthly/Change Reporting	No / No	No / No	No / Yes	No / Yes	No / Yes
Simplified Income and Resources	Yes / Yes	Yes / Yes	No / No	Yes / No	Yes / Yes
Simplified Self-Employment Determination	No	No	No	No	No
Child Support Expense Exclusion	Yes	Yes	No	No	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	No	No	No
Standard Medical Deduction	No	Yes	No	No	No
Simplified Homeless Housing Cost	No	No	No	No	Yes
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory
Comparable Disqualification	Yes	Yes	No	Yes	No
Child Support-Related Disqualification	Failure to cooperate, Arrearage	No	No	Failure to cooperate	No
Drug Felony Disqualification	Lifetime ban	Lifetime ban	Modified ban	Lifetime ban	Modified ban
Broad Based Categorical Eligibility (BBCE)	Yes	No	Yes	Yes	Yes
Narrow Categorical Eligibility	No	Yes	No	No	No
Work Requirements and Employment and Disqualification Policy	Extended period; Disqualification permanent	Statutory minimum	Statutory minimum	Statutory minimum	Statutory minimum
Transitional Benefits	No	No	No	Yes	No
Online Application and Case Management	View case information	View case information, Report changes	Apply	Apply, Recertify, View case information, Report changes	Apply, Recertify, View case information
Call Centers	Regional	No	No	Statewide	Statewide
Process Improvement Waivers	Electronic notices, Waive face-to-face interview at initial and recertification	Expedited service interview postponement	No	Waive face-to-face interview at initial and recertification	No
Business Process Reengineering (BPR)	Specialized work units, Targeted interview and case processing	AVR/IVR, Casebanking, Specialized work units, Targeted interview and case processing	BPR analysis, Specialized work units	Kiosks, AVR/IVR, BPR analysis, Specialized work units, Targeted interview and case processing	Kiosks, AVR/IVR, BPR analysis, Casebanking, Specialized work units, Target interview and case processing
Document Imaging	Yes	No	Yes	Yes	Yes

Options	New Hampshire	New Jersey	New Mexico	New York	North Carolina
SNAP Name	SNAP	SNAP	SNAP	SNAP	Food and Nutrition Services
Simplified Reporting - Certification Length	6 months	12, 24 months	12, 24 months	6, 12, 24 months	6, 12 months
Simplified Reporting - Action on Changes	All changes	All changes	Changes that increase benefits	Changes that increase benefits	All changes
Monthly/Change Reporting	No / No	No / Yes	No / No	No / Yes	No / No
Simplified Income and Resources	Yes / No	No / Yes	Yes / Yes	No / No	No / No
Simplified Self-Employment Determination	No	No	No	No	No
Child Support Expense Exclusion	No	Yes	No	Yes	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	No	Yes	No
Standard Medical Deduction	Yes	No	No	No	No
Simplified Homeless Housing Cost	Yes	No	Yes	Yes	No
Standard Utility Allowance (SUA)	Non-mandatory SUA	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory
Comparable Disqualification	No	Yes	Yes	Yes	No
Child Support-Related Disqualification	No	No	No	No	No
Drug Felony Disqualification	No ban	No ban	No ban	No ban	Modified ban
Broad Based Categorical Eligibility (BBCE)	Yes	Yes	Yes	Yes	Yes
Narrow Categorical Eligibility	No	No	No	No	No
Work Requirements and Employment and Disqualification Policy	Statutory minimum	Statutory minimum	Extended period	Statutory minimum	Statutory minimum
Transitional Benefits	Yes	No	Yes	Yes	Yes
Online Application and Case Management	Apply, Recertify, View case information, Report changes	Apply	No	Apply, Recertify, View case information, Report changes	Apply
Call Centers	Statewide	No	No	Regional	No
Process Improvement Waivers	Electronic notices, Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Expedited service interview postponement, Waive recertification interview for certain elderly/disabled HHs, Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification
Business Process Reengineering (BPR)	Telephonic signature, BPR analysis, Specialized work units	Casebanking	No	Kiosks, Telephonic signature, AVR/IVR, BPR analysis, Specialized work units, Targeted interview and case processing	BPR analysis
Document Imaging	Yes	Yes	No	Yes	No

Options	North Dakota	Ohio	Oklahoma	Oregon	Pennsylvania
SNAP Name	SNAP	Food Assistance Program	SNAP	SNAP	SNAP
Simplified Reporting - Certification Length	6, 12 months	4, 5, 6, 12, 24 months	12, 24 months	12 months	12, 24 months
Simplified Reporting - Action on Changes	Changes that increase benefits	All changes	All changes	Changes that increase benefits	All changes
Monthly/Change Reporting	No / No	No / No	No / Yes	No / Yes	No / No
Simplified Income and Resources	Yes / Yes	Yes / Yes	Yes / No	Yes / Yes	Yes / No
Simplified Self-Employment Determination	No	Flat percentage: 50%	Flat percentage: 50%	Flat percentage: 50%	No
Child Support Expense Exclusion	No	No	No	No	Yes
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	No	Yes	No
Standard Medical Deduction	Yes	No	No	No	No
Simplified Homeless Housing Cost	No	Yes	No	No	Yes
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory
Comparable Disqualification	No	Yes	No	No	Yes
Child Support-Related Disqualification	No	Failure to cooperate	No	No	No
Drug Felony Disqualification	Modified ban	No ban	No ban	No ban	No ban
Broad Based Categorical Eligibility (BBCE)	Yes	Yes	Yes	Yes	Yes
Narrow Categorical Eligibility	No	No	No	No	No
Work Requirements and Employment and Disqualification Policy	Statutory minimum	Statutory minimum	Statutory minimum	Statutory minimum	Statutory minimum
Transitional Benefits	No	No	Yes	Yes	Yes
Online Application and Case Management	Apply, Recertify	Apply, Recertify, View case information, Report changes	Apply, Recertify, View case information, Report changes	Apply, Recertify	Apply, Recertify, View case information, Report changes
Call Centers	No	No	Regional	No	Statewide
Process Improvement Waivers	No	Waive face-to-face interview at initial and recertification	Expedited service interview postponement, Waive recertification interview for certain elderly/disabled HHS, On-Demand interview, Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Expedited service interview postponement, Waive recertification interview for certain elderly/disabled HHS, Electronic notices, Waive face-to-face interview at initial and recertification
Business Process Reengineering (BPR)	Kiosks, AVR/IVR, Casebanking	Kiosks, AVR/IVR, Casebanking, Specialized work units, Targeted interview and case processing	Kiosks, Telephonic signature, BPR analysis, Specialized work units	BPR analysis, Casebanking	Specialized work units
Document Imaging	Yes	Yes	Yes	Yes	Yes

Options	Rhode Island	South Carolina	South Dakota	Tennessee	Texas
SNAP Name	SNAP	SNAP	SNAP	SNAP	SNAP
Simplified Reporting - Certification Length	12, 24 months	6 months	12 months	12 months	6 months
Simplified Reporting - Action on Changes	All changes	Changes that increase benefits	Changes that increase benefits	All changes	All changes
Monthly/Change Reporting	No / Yes	No / No	No / No	No / Yes	No / No
Simplified Income and Resources	No / No	Yes / No	Yes / Yes	No / No	Yes / Yes
Simplified Self-Employment Determination	No	Flat percentage: 40%	Flat percentage: 55%	No	No
Child Support Expense Exclusion	Yes	No	Yes	No	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	Yes	Yes	Yes	No
Standard Medical Deduction	Yes	No	Yes	No	Yes
Simplified Homeless Housing Cost	Yes	Yes	No	Yes	Yes
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Non-Mandatory	Simplified mandatory
Comparable Disqualification	No	Yes	No	Yes	No
Child Support-Related Disqualification	No	No	No	No	No
Drug Felony Disqualification	No ban	Lifetime ban	No ban	Modified ban	Lifetime ban
Broad Based Categorical Eligibility (BBCE)	Yes	Yes	No	No	Yes
Narrow Categorical Eligibility	No	No	Yes	Yes	No
Work Requirements and Employment and Disqualification Policy	Statutory minimum; Entire household disqualified	Statutory minimum	Extended period	Extended period	Statutory minimum
Transitional Benefits	No	No	No	Yes	No
Online Application and Case Management	Apply	Apply	Apply, Recertify, Report changes	No	Apply, Recertify, View case information, Report changes
Call Centers	No	Statewide	No	Statewide	Statewide
Process Improvement Waivers	Waive face-to-face interview at initial and recertification	On-Demand interview, Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Expedited service interview postponement, Waive face-to-face interview at initial and recertification	Waive recertification interview for certain elderly/disabled HHs, Waive face-to-face interview at initial and recertification
Business Process Reengineering (BPR)	AVR/IVR, BPR analysis, Specialized work units	BPR analysis, Specialized work units	Specialized work units	BPR analysis	AVR/IVR, BPR analysis, Casebanking, Specialized work units
Document Imaging	Yes	Yes	Yes	Yes	Yes

Options	Utah	Vermont	Virgin Islands	Virginia	Washington
SNAP Name	Food Stamp Program	3SquaresVT	SNAP	SNAP	Basic Food
Simplified Reporting - Certification Length	6, 12 months	12, 24 months	6 months	6, 12, 24 months	12 months
Simplified Reporting - Action on Changes	All changes	All changes	All changes	All changes	All changes
Monthly/Change Reporting	No / Yes	No / Yes	No / Yes	No / No	No / No
Simplified Income and Resources	No / No	No / No	No / No	No / No	No / No
Simplified Self-Employment Determination	Flat percentage: 40%	No	No	No	\$100 or actual over \$100 with verification
Child Support Expense Exclusion	Yes	No	No	No	Yes
Ineligible Non-Citizens Income and Deductions	All income and deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	Yes	No	No
Standard Medical Deduction	No	Yes	No	Yes	No
Simplified Homeless Housing Cost	Yes	No	Yes	Yes	No
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Non-Mandatory	Simplified mandatory
Comparable Disqualification	No	No	No	Yes	Yes
Child Support-Related Disqualification	No	No	No	No	No
Drug Felony Disqualification	No Ban	No Ban	Lifetime ban	Lifetime ban	No ban
Broad Based Categorical Eligibility (BBCE)	No	Yes	Yes	No	Yes
Narrow Categorical Eligibility	No	No	No	No	No
Work Requirements and Employment and Disqualification Policy	Statutory minimum	Statutory minimum	Statutory minimum; Entire household disqualified	Statutory minimum	Statutory minimum
Transitional Benefits	No	No	No	Yes	Yes
Online Application and Case Management	Apply, View case information, Report changes	Apply, Recertify	No	Apply, Recertify, View case information, Report changes	Apply, Recertify, View case information, Report changes
Call Centers	Statewide	Statewide	No	Regional	Statewide
Process Improvement Waivers	On-Demand interview, Electronic notices, Waive face-to-face interview at initial and recertification	On-Demand interview	No	Waive face-to-face interview at initial and recertification	Waive recertification interview for certain elderly/disabled HHS, On-Demand interview, Waive face-to-face interview at initial and recertification
Business Process Reengineering (BPR)	No	Kiosks, AVR/IVR, BPR analysis	Casebanking, Specialized work units	Casebanking, Specialized work units, Targeted interview and case processing	Kiosks, AVR/IVR, BPR analysis, Casebanking
Document Imaging	Yes	Yes	No	No	Yes

Options	West Virginia	Wisconsin	Wyoming
SNAP Name	SNAP	FoodShare	SNAP
Simplified Reporting - Certification Length	6, 24 months	12 months	4, 5, 6, 24 months
Simplified Reporting - Action on Changes	All changes	All changes	All changes
Monthly/Change Reporting	No / No	No / Yes	No / No
Simplified Income and Resources	No / No	Yes / Yes	No / Yes
Simplified Self-Employment Determination	No	No	Flat percentage: 25%
Child Support Expense Exclusion	No	No	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	Yes
Standard Medical Deduction	No	No	Yes
Simplified Homeless Housing Cost	Yes	No	No
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory
Comparable Disqualification	No	Yes	No
Child Support-Related Disqualification	No	No	No
Drug Felony Disqualification	Lifetime ban	Modified ban	No Ban
Broad Based Categorical Eligibility (BBCE)	Yes	Yes	No
Narrow Categorical Eligibility	No	No	No
Work Requirements and Employment and Disqualification Policy	Statutory minimum	Statutory minimum	Statutory minimum
Transitional Benefits	No	Yes	No
Online Application and Case Management	Apply, Recertify, View case information	Apply, Recertify, View case information, Report changes	No
Call Centers	Statewide	Regional	No
Process Improvement Waivers	Waive face-to-face interview at initial and recertification	Expedited service interview, Waive face-to-face interview at initial and recertification	No
Business Process Reengineering (BPR)	Casebanking, Specialized work units	Kiosks, Telephonic signature, Casebanking, Specialized work units	BPR analysis, Casebanking
Document Imaging	No	Yes	No

Regional Summaries

Mid-Atlantic Region

Options	Delaware	District of Columbia	Maryland	New Jersey	Pennsylvania	Virgin Islands	Virginia	West Virginia
SNAP Name	Food Supplement Program	SNAP	Food Supplement Program	SNAP	SNAP	SNAP	SNAP	SNAP
Simplified Reporting - Certification Length	12, 24 months	6, 12 months	6, 24 months	12, 24 months	12, 24 months	6 months	6, 12, 24 months	6, 24 months
Simplified Reporting - Action on Changes	All changes	All changes	All changes	All changes	All changes	All changes	All changes	All changes
Monthly/Change Reporting	No / No	No / Yes	No / No	No / Yes	No / No	No / Yes	No / No	No / No
Simplified Income and Resources	Yes / Yes	Yes / Yes	Yes / Yes	No / Yes	Yes / No	No / No	No / No	No / No
Simplified Self-Employment Determination	Flat percentage: 51%	No	Flat percentage: 30%	No	No	No	No	No
Child Support Expense Exclusion	Yes	No	Yes	Yes	Yes	No	No	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	Yes	No	No	No	No	Yes	No	No
Standard Medical Deduction	No	No	No	No	No	No	Yes	No
Simplified Homeless Housing Cost	Yes	No	Yes	No	Yes	Yes	Yes	Yes
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Non-Mandatory	Simplified mandatory
Comparable Disqualification	No	No	No	Yes	Yes	No	Yes	No
Child Support-Related Disqualification	No	No	No	No	No	No	No	No
Drug Felony Disqualification	No ban	No ban	Modified ban	No ban	No ban	Lifetime ban	Lifetime ban	Lifetime ban
Broad Based Categorical Eligibility (BBCE)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Narrow Categorical Eligibility	No	No	No	No	No	No	No	No
Work Requirements and Disqualification Policy	Statutory minimum	Extended period	Statutory minimum	Statutory minimum	Statutory minimum	Statutory minimum; Entire household disqualified	Statutory minimum	Statutory minimum
Transitional Benefits	No	No	Yes	No	Yes	No	Yes	No
Online Application and Case Management	Apply	No	Apply, Report changes	Apply	Apply, Recertify, View case information, Report changes	No	Apply, Recertify, View case information, Report changes	Apply, Recertify, View case information
Call Centers	Statewide	Statewide	Stateside	No	Statewide	No	Regional	Statewide
Process Improvement Waivers	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at recertification	Expedited service interview postponement, Waive recertification interview for certain elderly/disabled HHs, Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Expedited service interview postponement, Waive recertification interview for certain elderly/disabled HHs, Electronic notices, Waive face-to-face interview at initial and recertification	No	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification
Business Process Reengineering (BPR)	Specialized work units	BPR analysis, Casebanking, Specialized work units	AVR/IVR	Casebanking	Specialized work units	Casebanking, Specialized work units	Casebanking, Specialized work units, Targeted interview and case processing	Casebanking, Specialized work units
Document Imaging	Yes	Yes	Yes	Yes	Yes	No	No	No

Midwest Region

	Illinois	Indiana	Michigan	Minnesota	Ohio	Wisconsin
SNAP Name	SNAP	SNAP	Food Assistance Program	SNAP	Food Assistance Program	FoodShare
Simplified Reporting - Certification Length	6, 12, 24 months	12 months	12 months	12, 24 months	4, 5, 6, 12, 24 months	12 months
Simplified Reporting - Action on Changes	All changes	All changes	Changes that increase benefits	All changes	All changes	All changes
Monthly/Change Reporting	No / Yes	No / No	No / Yes	Yes / Yes	No / No	No / Yes
Simplified Income and Resources	Yes / Yes	No / No	No / No	No / No	Yes / Yes	Yes / Yes
Simplified Self-Employment Determination	No	No	Actual (verified) or expenses above 25% of total proceeds	No	Flat percentage: 50%	No
Child Support Expense Exclusion	Yes	No	No	No	No	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	No	No	No	No
Standard Medical Deduction	Yes	No	No	No	No	No
Simplified Homeless Housing Cost	No	No	No	No	Yes	No
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory
Comparable Disqualification	No	Yes	Yes	No	Yes	Yes
Child Support-Related Disqualification	No	No	Failure to cooperate	No	Failure to cooperate	No
Drug Felony Disqualification	No	Lifetime ban	Modified ban	Modified ban	No	Modified ban
Broad Based Categorical Eligibility (BBCE)	Yes	No	Yes	Yes	Yes	Yes
Narrow Categorical Eligibility	No	No	No	Yes	No	No
Work Requirements and Disqualification Policy	Extended period	Statutory minimum	Statutory minimum	Statutory minimum	Statutory minimum	Statutory minimum
Transitional Benefits	Yes	No	No	No	No	Yes
Online Application and Case Management	Apply	Apply, View case information, Report changes	Apply, Recertify, View case information, Report changes	Apply, Recertify	Apply, Recertify, View case information, Report changes	Apply, Recertify, View case information, Report changes
Call Centers	Statewide	Statewide	No	Regional	No	Regional
Process Improvement Waivers	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Expedited service interview, Waive face-to-face interview at initial and recertification
Business Process Reengineering (BPR)	Telephonic signature, AVR/IVR, BPR analysis, Casebanking, Specialized work units, Targeted interview and case processing	Kiosks, AVR/IVR, BPR analysis, Specialized work units	Telephonic signature, AVR/IVR, Casebanking	Kiosks, BPR analysis, Casebanking, Specialized work units, Targeted interview and case processing	Kiosks, AVR/IVR, Casebanking, Specialized work units, Targeted interview and case processing	Kiosks, Telephonic signature, Casebanking, Specialized work units
Document Imaging	Yes	Yes	Yes	Yes	Yes	Yes

Mountain Plains Region

Options	Colorado	Iowa	Kansas	Missouri	Montana	Nebraska	North Dakota	South Dakota	Utah	Wyoming
SNAP Name	Food Assistance Program	Food Assistance Program	Food Assistance Program	Food Stamp Program	SNAP	SNAP	SNAP	SNAP	Food Stamp Program	SNAP
Simplified Reporting - Certification Length	6, 24 months	6, 24 months	12 months	12, 24 months	12, 24 months	6 months	6, 12 months	12 months	6, 12 months	4, 5, 6, 24 months
Simplified Reporting - Action on Changes	Changes that increase benefits	All changes	All changes	All changes	All changes	All changes	Changes that increase benefits	Changes that increase benefits	All changes	All changes
Monthly/Change Reporting	No / Yes	No / No	No / No	No / No	No / Yes	No / Yes	No / No	No / No	No / Yes	No / No
Simplified Income and Resources	No / No	Yes / Yes	Yes / Yes	Yes / Yes	No / No	Yes / No	Yes / Yes	Yes / Yes	No / No	No / Yes
Simplified Self-Employment Determination	No	Flat percentage: 40%	Flat percentage: 25%	No	No	No	No	Flat percentage: 55%	Flat percentage: 40%	Flat percentage: 25%
Child Support Expense Exclusion	Yes	Yes	No	Yes	No	No	No	Yes	Yes	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	All income and deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share	All income and deductions	Pro rata share
Simplified Deduction Determination	No	No	No	No	No	No	No	Yes	No	Yes
Standard Medical Deduction	No	Yes	Yes	Yes	No	No	Yes	Yes	No	Yes
Simplified Homeless Housing Cost	Yes	No	No	No	No	No	No	No	Yes	No
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory
Comparable Disqualification	No	No	Yes	Yes	No	Yes	No	No	No	No
Child Support-Related Disqualification	No	No	No	No	No	Failure to cooperate	No	No	No	No
Drug Felony Disqualification	Modified ban	No ban	No ban	Lifetime ban	Modified ban	Lifetime ban	Modified ban	No ban	No ban	No ban
Broad Based Categorical Eligibility (BBCE)	Yes	Yes	No	No	Yes	Yes	Yes	No	No	No
Narrow Categorical Eligibility	No	No	Yes	Yes	No	No	No	Yes	No	No
Work Requirements and Disqualification Policy	Statutory minimum	Extended period	Extended period	Statutory minimum	Statutory minimum	Statutory minimum	Statutory minimum	Extended period	Statutory minimum	Statutory minimum
Transitional Benefits	No	No	No	No	No	Yes	No	No	No	No
Online Application and Case Management	Apply, View case information, Report changes	Apply	Apply	View case information, Report changes	Apply	Apply, Recertify, View case information, Report changes	Apply, Recertify	Apply, Recertify, Report changes	Apply, View case information, Report changes	No
Call Centers	Regional	Statewide	No	No	No	Statewide	No	No	Statewide	No
Process Improvement Waivers	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification, Waive recertification interview for certain elderly/disabled HHs	Expedited service interview postponement	No	Waive face-to-face interview at initial and recertification	No	Waive face-to-face interview at initial and recertification	On-Demand interview, Electronic notices, Waive face-to-face interview at initial and recertification	No
Business Process Reengineering (BPR)	Kiosks, BPR analysis, Specialized work units, Targeting interview and case processing	Specialized work units	BPR analysis, Casebanking, Specialized work units	AVR/IVR, Casebanking, Specialized work units, Targeted interview and case processing	BPR analysis, Specialized work units	Kiosks, AVR/IVR, BPR analysis, Specialized work units, Targeted interview and case processing	Kiosks, AVR/IVR, Casebanking	Specialized work units	No	BPR analysis, Casebanking
Document Imaging	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	No

Northeast Region

Options	Connecticut	Maine	Massachusetts	New Hampshire	New York	Rhode Island	Vermont
SNAP Name	SNAP	Food Supplement Program	SNAP	SNAP	SNAP	SNAP	3SquaresVT
Simplified Reporting - Certification Length	12, 24 months	12 months	12 months	6 months	6, 12, 24 months	12, 24 months	12, 24 months
Simplified Reporting - Action on Changes	All changes	All changes	Changes that increase benefits	All changes	Changes that increase benefits	All changes	All changes
Monthly/Change Reporting	No / Yes	No / No	Yes / Yes	No / No	No / Yes	No / Yes	No / Yes
Simplified Income and Resources	No / No	Yes / Yes	Yes / Yes	Yes / No	No / No	No / No	No / No
Simplified Self-Employment Determination	No	No	No	No	No	No	No
Child Support Expense Exclusion	No	Yes	Yes	No	Yes	Yes	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	All income and deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	No	No	Yes	No	No
Standard Medical Deduction	No	No	Yes	Yes	No	Yes	Yes
Simplified Homeless Housing Cost	No	Yes	Yes	Yes	Yes	Yes	No
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Non-mandatory SUA	Simplified mandatory	Simplified mandatory	Simplified mandatory
Comparable Disqualification	No	Yes	No	No	Yes	No	No
Child Support-Related Disqualification	No	No	Failure to cooperate	No	No	No	No
Drug Felony Disqualification	Modified ban	No ban	No ban	No ban	No ban	No ban	No ban
Broad Based Categorical Eligibility (BBCE)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Narrow Categorical Eligibility	No	No	No	No	No	No	No
Work Requirements and Disqualification Policy	Statutory minimum	Statutory minimum	Extended period; Entire household disqualified	Statutory minimum	Statutory minimum	Statutory minimum; Entire household disqualified	Statutory minimum
Transitional Benefits	No	Yes	Yes	Yes	Yes	No	No
Online Application and Case Management	View Case Information	Apply, Recertify	Apply, View case information	Apply, Recertify, View case information, Report changes	Apply, Recertify, View case information, Report changes	Apply	Apply, Recertify
Call Centers	Regional	Regional	Statewide	Statewide	Regional	No	Statewide
Process Improvement Waivers	Waive face-to-face interview at initial and recertification, Expedited Interview, On-Demand Interview	Waive face-to-face interview at initial and recertification	Waive recertification interview for certain elderly/disabled HHs, Waive face-to-face interview at initial and recertification	Electronic notices, Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	On-Demand interview
Business Process Reengineering (BPR)	AVR/IVR, BPR analysis, Specialized work units	Kiosks, AVR/IVR, BPR analysis, Specialized work units	AVR/IVR, BPR analysis	Telephonic signature, BPR analysis, Specialized work units	Kiosks, Telephonic signature, AVR/IVR, BPR analysis, Specialized work units, Targeted interview and case processing	AVR/IVR, BPR analysis, Specialized work units	Kiosks, AVR/IVR, BPR analysis
Document Imaging	Yes	No	No	Yes	Yes	Yes	Yes

Southeast Region

Options	Alabama	Florida	Georgia	Kentucky	Mississippi	North Carolina	South Carolina	Tennessee
SNAP Name	Food Assistance	Food Assistance Program	Food Stamp Program	SNAP	SNAP	Food and Nutrition Services	SNAP	SNAP
Simplified Reporting - Certification Length	12 months	6, 24 months	6, 12 months	12 months	12, 24 months	6, 12 months	6 months	12 months
Simplified Reporting - Action on Changes	Changes that increase benefits	Changes that increase benefits	Changes that increase benefits	All changes	All changes	All changes	Changes that increase benefits	All changes
Monthly/Change Reporting	No / No	No / Yes	No / No	No / No	No / No	No / No	No / No	No / Yes
Simplified Income and Resources	Yes / No	Yes / Yes	No / No	Yes / Yes	Yes / Yes	No / No	Yes / No	No / No
Simplified Self-Employment Determination	Flat percentage: 40%	No	Flat percentage: 40%	No	No	No	Flat percentage: 40%	No
Child Support Expense Exclusion	No	No	No	No	Yes	No	No	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	No	No	No	No	Yes	Yes
Standard Medical Deduction	No	No	No	No	No	No	No	No
Simplified Homeless Housing Cost	No	No	No	Yes	No	No	Yes	Yes
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified-mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Non-Mandatory
Comparable Disqualification	No	Yes	Yes	Yes	Yes	No	Yes	Yes
Child Support-Related Disqualification	No	Failure to cooperate	No	No	Failure to cooperate, Arrearage	No	No	No
Drug Felony Disqualification	Lifetime ban	Lifetime ban	Lifetime ban	Modified ban	Lifetime ban	Modified ban	Lifetime ban	Modified ban
Broad Based Categorical Eligibility (BBCE)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Narrow Categorical Eligibility	No	No	No	No	No	No	No	Yes
Work Requirements and Disqualification Policy	Statutory minimum	Statutory minimum; Entire household disqualified	Statutory minimum	Extended period	Statutory minimum; Disqualification permanent	Statutory minimum	Statutory minimum	Extended period
Transitional Benefits	No	No	Yes	No	No	Yes	No	Yes
Online Application and Case Management	Apply, Recertify, View Case Information, Report Changes	Apply, Recertify, View case info, Report changes	Apply, Recertify, View case info, Report changes	Apply, View case information, Report changes	View case information	Apply	Apply	No
Call Centers	No	Statewide	Statewide	Statewide	Regional	No	Statewide	Statewide
Process Improvement Waivers	Waive face-to-face interview at initial and recertification	Expedited service, Waive recertification for certain elderly/disabled HHS, On-Demand Interview, Electronic notices	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification, On-Demand interview, Electronic notices	Electronic notices, Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	On-Demand interview, Waive face-to-face interview at initial and recertification	Expedited service interview postponement, Waive face-to-face interview at initial and recertification
Business Process Reengineering (BPR)	BPR analysis	Telephonic Signature, AVR/IVR, Specialized Work Unit	AVR/IVR, BPR, Specialized work units	Telephonic signature, BPR analysis, Specialized work units	Specialized work units, Targeted interview and case processing	BPR analysis	BPR analysis, Specialized work units	BPR analysis
Document Imaging	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes

Southwest Region

Options	Arkansas	Louisiana	New Mexico	Oklahoma	Texas
SNAP Name	SNAP	SNAP	SNAP	SNAP	SNAP
Simplified Reporting - Certification Length	12 months, 24 months, 36 months	12, 24 months	12, 24 months	12, 24 months	6 months
Simplified Reporting - Action on Changes	All changes	Changes that increase benefits	Changes that increase benefits	All changes	All changes
Monthly/Change Reporting	No / Yes	No / No	No / No	No / Yes	No / No
Simplified Income and Resources	No / No	Yes / Yes	Yes / Yes	Yes / No	Yes / Yes
Simplified Self-Employment Determination	No	No	No	Flat percentage: 50%	No
Child Support Expense Exclusion	No	No	No	No	No
Ineligible Non-Citizens Income and Deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	No	No	No
Standard Medical Deduction	Yes	No	No	No	Yes
Simplified Homeless Housing Cost	No	No	Yes	No	Yes
Standard Utility Allowance (SUA)	Non-mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory
Comparable Disqualification	No	No	Yes	No	No
Child Support-Related Disqualification	No	No	No	No	No
Drug Felony Disqualification	Modified ban	Modified ban	No ban	No ban	Lifetime ban
Broad Based Categorical Eligibility (BBCE)	No	Yes	Yes	Yes	Yes
Narrow Categorical Eligibility	No	No	No	No	No
Work Requirements and Disqualification Policy	Statutory minimum	Extended period; Entire household disqualified	Extended period	Statutory minimum	Statutory minimum; Entire household disqualified
Transitional Benefits	No	No	Yes	Yes	No
Online Application and Case Management	Apply	Apply, Recertify, View case information	No	Apply, Recertify, View case information, Report changes	Apply, Recertify, View case information, Report changes
Call Centers	No	Statewide	No	Regional	Statewide
Process Improvement Waivers	Waive recertification interview for certain elderly/disabled HHs, Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification, Waive interview at recertification for certain elderly/disabled HHs	Expedited service interview postponement, Waive recertification interview for certain elderly/disabled HHs, Waive face-to-face interview at initial and recertification	Expedited service interview postponement, Waive recertification interview for certain elderly/disabled HHs, On-Demand interview, Waive face-to-face interview at initial and recertification	Waive recertification interview for certain elderly/disabled HHs, Waive face-to-face interview at initial and recertification
Business Process Reengineering (BPR)	Casebanking, BPR analysis, Specialized work units, Targeted interviewing and case proceeding	Targeted interview and case processing	No	Kiosks, Telephonic signature, BPR analysis, Specialized work units	AVR/IVR, BPR analysis, Casebanking, Specialized work units
Document Imaging	Yes	Yes	No	Yes	Yes

Western Region

Options	Alaska	Arizona	California	Guam	Hawaii	Idaho	Nevada	Oregon	Washington
SNAP Name	Food Stamp Program	Nutrition Assistance	CalFresh	SNAP	SNAP	Food Stamp Program	SNAP	SNAP	Basic Food
Simplified Reporting - Certification Length	6, 12, 24 months	6 months	12, 24 months	12 months	6, 12 months	6, 24 months	6 months	12 months	12 months
Simplified Reporting - Action on Changes	All changes	All changes	All changes	All changes	Changes that increase benefits	Changes that increase benefits	All changes	Changes that increase benefits	All changes
Monthly/Change Reporting	No / Yes	No / Yes	No / Yes	No / No	No / Yes	No / No	No / Yes	No / Yes	No / No
Simplified Income and Resources	No / No	Yes / Yes	Yes / Yes	No/ No	No / No	Yes / Yes	Yes / Yes	Yes / Yes	No / No
Simplified Self-Employment Determination	Flat percentage: 50%	Flat percentage: 40%	Flat percentage: 40%	No	No	Flat percentage: 50%	No	Flat percentage: 50%	\$100 or actual over \$100 with verification
Child Support Expense Exclusion	No	No	Yes	No	Yes	No	No	No	Yes
Ineligible Non-Citizens Income and Deductions	Pro rata share	All income and deductions	Pro rata share	All income and deductions	Pro rata share	Pro rata share	Pro rata share	Pro rata share	Pro rata share
Simplified Deduction Determination	No	No	No	No	No	Yes	No	Yes	No
Standard Medical Deduction	No	No	No	No	No	Yes	No	No	No
Simplified Homeless Housing Cost	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No
Standard Utility Allowance (SUA)	Simplified mandatory	Simplified mandatory	Simplified mandatory	Non-mandatory	Non-mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory	Simplified mandatory
Comparable Disqualification	Yes	No	No	Yes	Yes	Yes	No	No	Yes
Child Support-Related Disqualification	No	No	No	No	No	Failure to cooperate	No	No	No
Drug Felony Disqualification	Lifetime ban	Lifetime ban	Modified ban	Lifetime ban	Modified ban	Modified ban	Modified ban	No ban	No ban
Broad Based Categorical Eligibility (BBCE)	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Narrow Categorical Eligibility	Yes	No	No	No	No	No	No	No	No
Work Requirements and Disqualification Policy	Statutory minimum	Statutory minimum; Entire household disqualified	Statutory minimum	Extended period; Entire household disqualified; Disqualification permanent	Statutory minimum	Statutory minimum	Statutory minimum	Statutory minimum	Statutory minimum
Transitional Benefits	No	Yes	Yes	No	Yes	No	No	Yes	Yes
Online Application and Case Management	No	Apply, Recertify, View Case Information, Report Changes	Apply, Recertify, View Case Information	No	No	Recertify, View case information	Apply, Recertify, View case information	Apply, Recertify	Apply, Recertify, View case information, Report changes
Call Centers	No	Statewide	Regional	No	No	Statewide	Statewide	No	Statewide
Process Improvement Waivers	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification, On-Demand Interview	Waive recertification interview for certain elderly/disabled HHs, Expedited Interview, On-Demand Interview, Electronic notices, Waive face-to-face interview at initial and recertification	No	Waive face-to-face interview at initial and recertification	Waive face-to-face interview at initial and recertification	No	Waive face-to-face interview at initial and recertification	Waive recertification interview for certain elderly/disabled HHs, On-Demand interview, Waive face-to-face interview at initial and recertification
Business Process Reengineering (BPR)	AVR/IVR, BPR analysis, Specialized work units	AVR/IVR, BPR analysis, Specialized work units, Targeted interviewing/case processing	Kiosks, Telephonic signature, AVR/IVR, BPR analysis, Casebanking, Specialized work units	BPR Analysis	AVR/IVR, BPR analysis	Kiosks, Telephonic signature, BPR analysis, Specialized work units, Casebanking, Targeted interview and case processing	Kiosks, AVR/IVR, BPR analysis, Casebanking, Specialized work units, Target interview and case processing	BPR analysis, Casebanking	Kiosks, AVR/IVR, BPR analysis, Casebanking
Document Imaging	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes