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**DEPARTMENT  
POLICY**

The policy in this item applies to Food Assistance Program (FAP) only. The purpose of FAP expedited service is to help the neediest clients quickly. Certain processing requirements and actions (identified in this item) are deferred due to the shortened standard of promptness.

**DEFINITIONS****Expedited Service**

**Expedited Service** has a shorter standard of promptness and fewer verification requirements to determine FAP eligibility than are normally required.

**Liquid Assets**

**Liquid Assets** include:

- Cash on hand.
- Checking or savings accounts.
- Savings certificates.

**EXPEDITED  
SERVICE CRITERIA**

Eligibility factors are the same for expedited as regular FAP benefits.

Applicant groups are entitled to expedited service if one of the following applies:

- They have less than \$150 in monthly gross income and \$100 or less in liquid assets.
- They are destitute migrant or seasonal farmworkers and have \$100 or less in liquid assets; see BEM 610, **MIGRANTS/SEASONAL FARMWORKERS**.
- The group's combined gross income and liquid assets are less than its monthly rent and/or mortgage payments plus the Heat and Utility Standard, or Non-Heat Electric, Water and/or Sewer, Telephone, Cooking Fuel or Trash Removal standards.

FAP groups entitled to expedited service are required to do **all** of the following:

- Complete and submit a DHS-1171, Assistance Application.
- Participate in an interview (for example, in-person, telephone, etc.).
- Cooperate with certain verification requirements; see MINIMUM VERIFICATION in this item.

### IDENTIFYING GROUPS ENTITLED TO EXPEDITED SERVICE

Bridges screens all FAP applications to identify those requiring expedited service. Answers to the questions on the DHS-1171, Food Assistance Information section, and the DHS-1171 Filing Form, provide the information needed to identify expedited service cases. This information is input on the Expedited Screening page. The group does **not** have to request expedited service. A group **cannot** waive its right to expedited service.

If the client is unable to complete the entire assistance application, he can complete the filing form to start the standard of promptness and answer questions related to expedited service processing on the back page of that form. The filing form is located in the DHS-1171, Assistance Application packet.

### STANDARD OF PROMPTNESS (SOP)

FAP groups entitled to expedited service **must** have a Bridge card and access to their benefits **no** later than the seventh calendar day following the date of application; see BAM 115, **Standard of Promptness, FAP Only**.

### EXCEPTIONS TO THE EXPEDITED STANDARD OF PROMPTNESS

Extend the standard of promptness in the following situations:

- A telephone interview is conducted and the application is incomplete. The standard of promptness begins on the day the signed, completed application is received by the local office.

- Entitlement to expedited service is **not** identified during the screening process, but is discovered by the specialist during normal processing. The application **must** then be processed according to expedited service standards. The standard of promptness begins on the date of discovery. The discovery date **must** be documented in the case record.

## INTERVIEWS

FAP groups entitled to expedited service must participate in an interview. See BAM 115, **INTERVIEWS** for specific interview policy. If the application is filed in person, the interview **must** be held the same day unless the client requests a postponement. If the client qualifies for an out-of-office or telephone interview, it must be conducted **no** later than the first working day following the application submittal.

If the FAP group applied by mail, fax, through MI Bridges, etc., and/or could **not** be contacted within one day to be interviewed, this fact **must** be documented in the case record. The interview must be conducted **no** later than one working day after contact is made.

Provide any necessary help in completing the application during the interview. If a telephone interview is conducted, and the application is incomplete, complete it and mail a copy to the client for review and signature.

## MINIMUM VERIFICATION

In all cases, the applicant's **identity must** be verified (see BEM 221). The data match with Social Security Administration (SSA) is sufficient to verify identity for FAP. Reasonable effort must be made to verify:

- Residency.
- Income or lack of income.
- Assets, and
- All other eligibility factors.

**Note:** FAP benefits **cannot** be delayed beyond the expedited standard of promptness solely because these eligibility factors (other than **identity**) have **not** been verified.

## BUDGETING

Allowable shelter deductions are:

- Rent/Mortgage.
- Heat and utility standard, or
- Non-heat electric standard, and/or
- Water and/or sewer standard, and/or
- Telephone standard, and/or
- Cooking fuel standard, and/or
- Trash removal standard.

## FAP FAULT DETERMINATION

For pending FAP expedited service applications, determination of fault must be made at six day intervals after the date of application.

The FAP group is at fault when all required actions have been taken, but the FAP group has **not** taken one or more of the following actions:

- Completed the application form.
- Provided verification of identity.
- Completed the scheduled interview.

If the FAP group is at fault, answer “yes” to the “Extend SOP due to group at fault” question on the Program Request-Details screen. This prevents the registration from being overdue on Worker Registration reports and extends the standard of promptness to 29 days following the date of application.

## BENEFITS AND BENEFIT PERIODS

Prorate benefits for the month of application, beginning with the date of application, when the group is eligible for the application month as for other FAP program groups; see BEM 556 and BAM 115.

**Exception:** Migrant/seasonal farmworker groups that were active in the FAP program the month **before** the date of application are eligible for a full month's benefit. This policy applies whether the group (or any member of the group) was last active in Michigan or another state.

Assign expedited service cases **benefit periods** according to the guidelines in BAM 115.

**Note:** Groups with unstable circumstances may be assigned a short benefit period; see examples in BAM 115.

## SUBSEQUENT BENEFITS

Food Assistance groups that did **not** provide all required verifications will **not** be issued benefits for subsequent months until the FAP group provides the waived verification **or** completes a redetermination.

Groups that apply after the 15th of the month receive a minimum benefit period of two months (month of application and following month).

One of the following standards of promptness must be met based on when verification requirements are met. If they are met:

- Before the end of the application month, issue the second month's benefits on the first working day of the second month.

**Example:** Application = September 10  
Expedited Opened = September 12  
SOP = September 16  
Verifications Received = September 25  
Must Issue Second Month = October 1

- In the second month, issue the second month's benefits within five work days.

**Example:** Application = September 10  
Expedited Opened = September 12  
SOP = September 16  
Verifications Received = October 2  
Must Issue Second Month = By October 7

**Note:** This second example will only occur if the verification is returned within 30 days of the date of application and the application is subject to subsequent processing; see BAM 115 and BAM 130.

If waived verifications/actions are **not** met by the 10th day following the request, take the required actions in Bridges timely to deny the ongoing FAP benefits for the remainder of the benefit period.

## LIMITS ON EXPEDITED SERVICE

There is **no** limit to the number of times a group can be approved under expedited procedures. However, prior to the next expedited approval, the FAP group **must** either:

- Complete the verification requirements that were postponed at the last expedited approval (regardless of the amount of time that has expired); **or**
- Be processed under normal application processing standards.

## DENIAL OF EXPEDITED SERVICE

Verbally notify the client of the denial if expedited service was registered. Process applications denied for expedited service according to normal application processing standards described in BAM 115. In addition, refer the client to appropriate emergency programs and/or resources for which they may be eligible.

When the client is denied expedited service but appears eligible for food assistance benefits, Bridges will

- Automatically change the application to a regular FAP application using the original application date once you've entered the client's information on the expedited screening page in the Program Request logical unit of work **and**
- Set the due date to 29 days from the original application date.

Advise clients denied expedited service that they can request a supervisory conference and/or a hearing if they disagree with the decision; see BAM 600. Do **not** hold the application pending the result of a hearing. If the client requests a conference, it must be held within two working days of the request, **unless** the client requests that it be scheduled later.

## LEGAL BASE

### FAP

7 CFR 273.2(i)  
7 CFR 273.14(f)

