



January 8, 2026

[REDACTED]

RE: [REDACTED] v. WVD~~o~~HS-BFA
ACTION NO.: 25-BOR-3381

Dear [REDACTED]

Enclosed is a copy of the decision resulting from the hearing held in the above-referenced matter.

In arriving at a decision, the State Hearing Officer is governed by the Public Welfare Laws of West Virginia and the rules and regulations established by the Department of Human Services. These same laws and regulations are used in all cases to ensure that all persons are treated alike.

You will find attached an explanation of possible actions you may take if you disagree with the decision reached in this matter.

Sincerely,

Eric L. Phillips
State Hearing Officer
Member, State Board of Review

Encl: Recourse to Hearing Decision
Form IG-BR-29

cc: Kristyne Hoskins, BFA

**WEST VIRGINIA OFFICE OF INSPECTOR GENERAL
BOARD OF REVIEW**

██████████

Appellant,

v.

Action Number: 25-BOR-3381

**WEST VIRGINIA DEPARTMENT OF
HUMAN SERVICES
BUREAU FOR FAMILY ASSISTANCE,**

Respondent.

DECISION OF STATE HEARING OFFICER

INTRODUCTION

This is the decision of the State Hearing Officer resulting from a fair hearing for ██████████. This hearing was held in accordance with the provisions found in Chapter 700 of the Office of Inspector General Common Chapters Manual. This fair hearing was convened on January 5, 2026, on an appeal filed with the Board of Review on November 24, 2025.

The matter before the Hearing Officer arises from the Respondent's decision to request additional verification from a December 2025 Supplemental Nutritional Assistance Program redetermination.

At the hearing, the Respondent appeared by Kristyne Hoskins, Economic Service Worker Senior. The Appellant was self-represented. All witnesses were placed under oath and the following documents were admitted into evidence.

Department's Exhibits:

None

Appellant's Exhibits:

None

After a review of the record, including testimony, exhibits, and stipulations admitted into evidence at the hearing, and after assessing the credibility of all witnesses and weighing the evidence in consideration of the same, the Hearing Officer sets forth the following Findings of Fact.

FINDINGS OF FACT

- 1) The Appellant was a recipient of SNAP benefits.
- 2) In September 2025, the Appellant was sanctioned for his failure to comply with the SNAP work requirements effective October 2025.
- 3) The Appellant's SNAP penalty began in October 2025 and expired in December 2025.
- 4) The Appellant completed a redetermination for SNAP benefits in December 2025.
- 5) The Appellant reported employment from odd jobs and shelter expenses at the SNAP redetermination.
- 6) The Department requested additional information regarding the Appellant's income via a verification checklist.
- 7) The deadline date for the verification checklist has not expired.

APPLICABLE POLICY

West Virginia Income Maintenance Manual Chapter 7.2.1 documents in part:

Verification of a client's statement is required when:

- Policy requires routine verification of specific information.
- The information provided is questionable.

To be questionable, it must be:

- o Inconsistent with other information provided; or
- o Inconsistent with the information in the case file; or
- o Inconsistent with information received by the Department of Human Services (DOHS) from other sources; or
- o Incomplete; or
- o Obviously inaccurate; or
- o Outdated.

- Past experience with the client reveals a pattern of providing incorrect information or withholding information. A case recording must substantiate the reason the Worker questions the client's statement.
- The client does not know the required information.

West Virginia Income Maintenance Manual 7.2.2 documents:

Verification is not required from the individual when:

- It is known that the individual does not have access to the requested information.
- The information is known, or available to the Department of Human Services (DOHS).
- The client's response is a negative statement, unless his statement is questionable. An example of a negative statement is when a client reports that he has no bank account. His negative statement is not verified unless there is a valid reason to question it.
- A change reported during the Supplemental Nutrition Assistance Program (SNAP) certification period results in a decrease in benefits, unless the reported change is a new source of income.

Code of Federal Regulations § 273.2 (f)

(f) **Verification.** Verification is the use of documentation or a contact with a third party to confirm the accuracy of statements or information. The State agency must give households at least 10 days to provide required verification. [Paragraph \(i\)\(4\)](#) of this section contains verification procedures for expedited service cases.

(1) **Mandatory verification.** State agencies shall verify the following information prior to certification for households initially applying:

(i) **Gross nonexempt income.** Gross nonexempt income shall be verified for all households prior to certification. However, where all attempts to verify the income have been unsuccessful because the person or organization providing the income has failed to cooperate with the household and the State agency, and all other sources of verification are unavailable, the eligibility worker shall determine an amount to be used for certification purposes based on the best available information.

DISCUSSION

On November 24, 2025, the Appellant submitted an appeal to the Board of Review regarding his Supplemental Nutrition Assistance Program (SNAP) benefits. The Appellant failed to document a clear principal issue for contention in the hearing request. Included with the hearing request, the Department submitted information indicating that the Appellant's SNAP benefits were terminated, effective October 2025, for his failure to adhere to SNAP work requirements. However, the Appellant's penalty resulting in a SNAP termination expired in December 2025; therefore, any issue related to the work penalty termination is moot.

The Department representative testified that the Appellant completed a periodic redetermination of SNAP benefits in December 2025, reporting self-employment and shelter expenses. The Department issued a verification checklist requesting additional information concerning the income and expenses. The deadline for submission of the requested information has not expired and no decision regarding the disposition of the redetermination has been established; therefore, that issue is not ripe for appeal.

The Appellant testified that he initially reported his self-employment because he paid shelter expenses to his mother; however, due to the weather, he no longer completes odd jobs and is currently unemployed.

Governing policy mandates the verification of a client's statement when the information provided is questionable. To be questionable, the information must be inconsistent with information in the case file or incomplete.

Based on evidence provided during the hearing, the Appellant completed a redetermination of SNAP benefits indicating the receipt of self-employment income and shelter expenses. Because no prior information regarding income and expenses had been established in the Appellant's case, the Department was correct in requesting additional information concerning income and expenses. The Appellant reserves the right to enter an additional appeal once a decision has been rendered by the Department concerning the additional information.

CONCLUSIONS OF LAW

- 1) The verification of a client's statement is required when the information provided is questionable.
- 2) Information that is inconsistent in the case file or incomplete is considered questionable.
- 3) The Appellant reported the onset of self-employment income and shelter expenses which were not previously known to the Department.
- 4) The Department was correct in its decision to request additional information concerning the onset of income and expenses to the case file.

DECISION

It is the decision of the State Hearing Officer to UPHOLD the decision of the Department to request additional information concerning the onset of income and shelter expenses.

ENTERED this _____ day of January 2026.

Eric L. Phillips
State Hearing Officer