



December 19, 2024

[REDACTED]

RE: [REDACTED] v. WV DoHS BFA  
ACTION NO.: 24-BOR-3657

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 assure 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,

Angela D. Signore  
State Hearing Officer  
Member, State Board of Review

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

cc: Kristyne Hoskins, WV DoHS, [REDACTED]  
Victoria Petro, WV DoHS, [REDACTED]

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

[REDACTED]  
**Appellant,**

v.

**Action Number: 24-BOR-3657**

**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 [REDACTED]. 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 December 3, 2024, on an appeal filed November 12, 2024.

The matter before the Hearing Officer arises from the October 1, 2024 determination by the Respondent to apply a six (6) month work requirement sanction, thereby terminating the Appellant's Supplemental Nutrition Assistance Program (SNAP) benefits.

At the hearing, the Respondent appeared by Kristyne Hoskins, Economic Service Worker Senior, DoHS. The Appellant appeared *pro se*. Both witnesses were sworn and the following documents were admitted into evidence.

**Department's Exhibits:**

- D-1 West Virginia (WV) Department of Human Services (DoHS) SNAP Review Form, dated July 22, 2024
- D-2 WV People's Access to Help (PATH) eligibility system printout of Case Comments, dated August 16 through November 13, 2024
- D-3 WV DoHS SNAP WorkForce Registration Notice, dated August 19, 2024
- D-4 WV PATH eligibility system printout of Case Comments, August 16 through November 13, 2024
- D-5 WV PATH eligibility system printout of WorkForce Registration
- D-6 WV PATH eligibility system printout of Case Comments, August 16 through November 13, 2024
- D-7 WV PATH eligibility system printout of SNAP Work Requirement Penalty Request

- D-8 WV DoHS Notice of SNAP Work Requirement Penalty, dated October 01, 2024
- D-9 WV PATH eligibility system printout of Case Comments, August 16 through November 13, 2024
- D-10 WV PATH eligibility system printout of WorkForce Registration
- D-11 WV PATH eligibility system printout of SNAP Work Requirement Penalty Request
- D-12 \*\*
- D-13 WV PATH eligibility system printout of SNAP Work Requirement Penalty Summary
- D-14 West Virginia Income Maintenance Manual (WVIMM) §§ 14.3.1 through 14.3.1.B
- D-15 WV PATH eligibility system printout of Case Comments, June 01, 2023 through September 06, 2024

**Appellant’s Exhibits:**

None

\*\* Exhibit D-12 was not provided

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 for a one (1) person Assistance Group (AG). (Exhibits D-1 through D-11, D-13, and D-15)
- 2) On September 05, 2024, the Respondent issued a SNAP WorkForce Registration Notice to the Appellant informing her that she must follow the Basic Work Rules by registering with WorkForce and notifying the DoHS once registration was completed. The notice advised the Appellant that her registration deadline was September 15, 2024. (Exhibit D-3)
- 3) The Appellant failed to register with WorkForce or meet an exemption prior to the September 15, 2024 deadline. (Exhibits D-2, D-4 through D-11, and D-13)
- 4) On September 19, 2024, the Respondent received an alert advising that the Appellant failed to register with WorkForce. (Exhibits D-2, D-4, D-6, and D-9)
- 5) On an unknown date, prior to October 01, 2024, the Appellant served one (1) WV WORKS sanction.
- 6) On October 01, 2024, the Respondent issued two (2) notices informing the Appellant that effective November 01, 2024, her SNAP benefits would be terminated, and a second SNAP work requirement penalty would be applied due to the Appellant’s failure to register with WorkForce or meet an exemption. The notices informed her that she would remain ineligible for SNAP benefits for a period of twelve (12) months or until she complied with the SNAP WorkForce registration requirement, whichever was longer. (Exhibit D-8)

- 7) The October 01, 2024, notice listed the correct SNAP sanction number (two), however, it incorrectly listed the penalty period.
- 8) A second SNAP sanction results in an individual being removed from the SNAP AG for at least six (6) months or until an exemption is met, whichever is later.
- 9) On November 01, 2024, the Appellant's SNAP benefits were terminated, and a six (6) month work requirement penalty was applied due to the Appellant's failure to register with WorkForce or meet an exemption prior to the established deadline. (Exhibits D-2, D-4, D-6 through D-11, and D-13)
- 10) The Appellant registered with WorkForce on October 16, 2024. However, she failed to report her registration until November 12, 2024. (Exhibits D-2, D-4, D-6, D-7, and D-9)
- 11) On November 12, 2024, during an in-person visit to the [REDACTED] DoHS, the Appellant requested a Fair Hearing based on the October 01, 2024 Notice of Termination and application of a second sanction. (Exhibits D-2, D-4, D-6, and D-9)
- 12) This is the Appellant's second (2<sup>nd</sup>) violation of the SNAP work requirement. (Exhibits D-2, D-4, D-6, D-9 through D-11, and D-13)

### **APPLICABLE POLICY**

**The Code of Federal Regulations, 7 CFR § 273.7, provides, in part:**

**(a) Work requirements**

(1) As a condition of eligibility for SNAP benefits, each household member not exempt under paragraph (b)(1) of this section must comply with the following SNAP work requirements:

(i) Register for work or be registered by the State agency at the time of application and every 12 months after initial registration. The member required to register need not complete the registration form.

(ii) Participate in a Food Stamp Employment and Training (E&T) program if assigned by the State agency, to the extent required by the State agency;

(iii) Participate in a workfare program if assigned by the State agency;

(iv) Provide the State agency or its designee with sufficient information regarding employment status or availability for work;

(v) Report to an employer to whom referred by the State agency or its designee if the potential employment meets the suitability requirements described in paragraph (h) of this section;

(vi) Accept a bona fide offer of suitable employment, as defined in paragraph (h) of this

section, at a site or plant not subject to a strike or lockout, at a wage equal to the higher of the Federal or State minimum wage or 80 percent of the wage that would have governed had the minimum hourly rate under section 6(a)(1) of the Fair Labor Standards Act been applicable to the offer of employment.

(vii) Do not voluntarily and without good cause quit a job of 30 or more hours a week or reduce work effort to less than 30 hours a week, in accordance with paragraph (j) of this section.

(3) Each State agency will determine the meaning of any other terms used in paragraph (a)(1) of this section; the procedures for establishing compliance with SNAP work requirements; and whether an individual is complying with SNAP work requirements. A State agency must not use a meaning, procedure, or determination that is less restrictive on SNAP recipients than is a comparable meaning, procedure, or determination under the State agency's program funded under title IV-A of the Social Security Act.

**(b) Exemptions from work requirements**

(1) The following persons are exempt from SNAP work requirements:

(ii) A person physically or mentally unfit for employment. For the purposes of this paragraph (b), a State agency will define physical and mental fitness; establish procedures for verifying; and will verify claimed physical or mental unfitness when necessary. However, the State agency must not use a definition, procedure for verification, or verification that is less restrictive on SNAP recipients than a comparable meaning, procedure, or determination under the State agency's program funded under title IV-A of the Social Security Act.

(iii) A person subject to and complying with any work requirement under title IV of the Social Security Act. If the exemption claimed is questionable, the State agency is responsible for verifying the exemption.

**(c) State agency responsibilities**

(1) State agency responsibilities

(i) The State agency must register for work each household member not exempted by the provisions of paragraph (b)(1) of this section. The State agency must permit the applicant to complete a record or form for each household member required to register for employment in accordance with paragraph (a)(1)(i) of this section. Household members are considered to have registered when an identifiable work registration form is submitted to the State agency or when the registration is otherwise annotated or recorded by the State agency.

(ii) During the certification process, the State agency must provide a written notice and oral explanation to the household of all applicable work requirements for all members of the household and identify which household member is subject to which work requirement. These work requirements include the general work requirement in paragraph (a) of this section, mandatory E&T in paragraph (a)(1)(ii) of this section, and the ABAWD work

requirement at § 273.24. The written notice and oral explanation must be provided in accordance with (c)(1)(iii) of this section. This written notice and oral explanation must also be provided to the household when a previously exempt household member or new household member becomes subject to these work requirements, and at recertification.

(iii) The consolidated written notice must include all pertinent information related to each of the applicable work requirements, including: An explanation of each applicable work requirement; which individuals are subject to which work requirement; exemptions from each applicable work requirement; an explanation of the process to request an exemption (including contact information to request an exemption); the rights and responsibilities of each applicable work requirement; what is required to maintain eligibility under each applicable work requirement; pertinent dates by which an individual must take any actions to remain in compliance with each applicable work requirement; the consequences for failure to comply with each applicable work requirement; an explanation of the process for requesting good cause (including examples of good cause circumstances and contact information to initiate a good cause request); and any other information the State agency believes would assist the household members with compliance.

**(f) Failure to comply**

(2) **Disqualification periods.** The following disqualification periods will be imposed:

(i) For the first occurrence of noncompliance, the individual will be disqualified until the later of:

(A) The date the individual complies, as determined by the State agency;

(B) One month; or

(C) Up to three months, at State agency option.

(ii) For the second occurrence, until the later of:

(A) The date the individual complies, as determined by the State agency;

(B) Three months; or

(C) Up to six months, at State agency option.

(iii) For the third or subsequent occurrence, until the later of:

(A) The date the individual complies, as determined by the State agency;

(B) Six months;

(C) A date determined by the State agency; or

(D) At the option of the State agency, permanently.

**West Virginia Income Maintenance Manual (WVIMM) § 14.2 General SNAP Work Requirements and Exemptions provides, in part:**

All SNAP clients are subject to a work requirement unless exempt.

**WVIMM § 14.3.1.A Registration Requirements provides, in part:**

All individuals must register for employment with WorkForce West Virginia, within 30 days of the date of the original approval, unless exempt according to Section 14.2. Clients must register every 12 months thereafter, regardless of the length of time that WorkForce West Virginia considers the registration valid.

Actions which constitute a registration are defined by WorkForce West Virginia and the eligibility system must:

- Match with WorkForce West Virginia. Registration date updated.
- Match the date returned from WorkForce West Virginia is more than 12 months old. The client must register again.
- Match with WorkForce West Virginia with inactive job status and no job preference. The client must choose a job preference and become active to be considered registered.
- Match with WorkForce West Virginia with inactive job status and with job preference. The client must become active to be considered registered.
- Match with WorkForce West Virginia with active job status and no job preference. The client must choose a job preference to be considered registered.

Once the client registers with WorkForce West Virginia for Supplemental Nutrition Assistance Program (SNAP) purposes, he cannot be required to register more often than every 12 months, even when the benefit is opened and closed within the 12-month period. This is tracked through the eligibility system.

The client may register by visiting a WorkForce West Virginia office, or by registering online. The Worker must explain these requirements to the client and enter the registration date in the eligibility system.

A client who fails to comply by the due date established on the notice to register is subject to a SNAP penalty and the worker must send an adverse action notice. The penalty is not imposed, and any lost benefits are restored if, before the end of the month in which adverse notice expires, the following occurs: the client registers with WorkForce, the individual notifies the DHHR that he or she has registered. If the worker discovers the registration before the penalty goes into effect that the client has registered before the end of the month which the adverse action expires, the penalty may be lifted, and benefits restored.

**WVIMM § 14.3.1.B WorkForce WV provides, in part:**

During the application and redetermination process, the eligibility system will present a registration date obtained from WorkForce WV. If the client is not registered, no date will be returned. During the certification period, the worker may request the registration date through the eligibility system. When the client is due to re-register, he must show activity to fulfill this requirement. The date of the re-registration is the date of the last action with WorkForce WV or the due date of the re-registration, whichever is later.

**WVIMM § 14.5 SNAP Work Requirement Penalties provides, in part:**

A SNAP penalty is imposed when clients do not comply with a work requirement and do not have good cause. When determining the correct number of penalties, the Worker must look at the total number of penalties previously served, not just the number of penalties for each work requirement.

The penalty must be served unless the client meets an exemption. The penalty is never applied to an entire AG, only to the client who does not comply. When the reported exemption ends, the client is subject to the original penalty, unless he has complied or meets another exemption.

**WVIMM § 14.5.1.B Non-Voluntary Quit Penalties provides, in part:**

An individual who refuses or fails to register with WorkForce WV is subject to the following penalties for the full penalty period or until he or she reports a change which makes him or her exempt from the work requirements. For a second violation, the individual is removed from the SNAP AG for at least six (6) months or until he meets an exemption, whichever is later.

**DISCUSSION**

The Respondent bears the burden of proof to establish that the action taken against the Appellant was in accordance with policy. The Respondent had to prove by a preponderance of evidence that the Appellant's SNAP benefits were correctly terminated, and a six (6) month SNAP work requirement penalty was applied based on the Appellant's non-compliance with the WorkForce WV registration requirement. On August 19, 2024, the Respondent notified the Appellant that she was required to register with WorkForce WV or meet an exemption by September 15, 2024, in order to comply with SNAP policy. On October 01, 2024, when the Appellant failed to register with WorkForce WV or meet an exemption, the Respondent issued two additional notices. The notices informed the Appellant that due to her failure to register with WorkForce or meet an exemption, a work requirement penalty had been applied and the Appellant's SNAP benefits would terminate effective November 01, 2024. The notice further advised that she would remain ineligible for SNAP benefits for a period of twelve (12) months, or until she complied with the registration requirement or met an exemption, whichever was longer. It should be noted that the penalty period for a second SNAP sanction is six (6) months. However, the Respondent testified



that because the Appellant previously received a WV WORKS sanction, the Department's database cannot distinguish between the varying sanction types and automatically generated the November 01, 2024 notice to reflect a second SNAP sanction with a twelve (12) month penalty period in error.

The Respondent testified that on September 19 and September 30, 2024, after receiving system generated alerts, she checked to see if the Appellant had registered with WorkForce for SNAP purposes. Because the Appellant had not registered, on October 1, 2024, a notice was issued informing the Appellant that her SNAP benefits would be terminated, and a second penalty would be imposed. The Appellant did not dispute the Respondent's testimony or deny receiving the September and October 2024 notices. Instead, the Appellant reasoned that she did in fact register in person with WorkForce WV but was informed she had nothing further to do. The Appellant then provided conflicting and unconvincing testimony regarding reporting her WorkForce registration. She first alleged that she did not know she needed to report it. Later, the Appellant alleged that when she visited the [REDACTED] office regarding her son's benefits, she also reported her WorkForce registration at that time – though she could not provide a date. It should be noted that because there was no record of an in-person visit documented within the Appellant's case, the record was paused in order for the Respondent to have the opportunity to review the Appellant's son's case – which did not reflect an in-person visit prior to the implementation of the November 01, 2024 sanction.

Pursuant to policy, an individual must register with WorkForce WV by visiting a WorkForce office, by registering online, or over the phone, yearly, as a condition of eligibility to receive SNAP benefits, unless an exemption is met. If an individual fails to register with WorkForce WV by the due date listed on the registration request letter, but registration is completed prior to the effective date of the SNAP penalty and the Respondent is notified of the registration, the penalty may be removed. The evidence demonstrated the Respondent did comply with policy by sending all notices timely. Because no evidence or testimony was provided by either party that the Appellant met an exemption, she was required to register with WorkForce in order to comply with SNAP policy.

Although the Appellant did register with WorkForce after the deadline, she failed to report her compliance with the department. The preponderance of evidence showed that the Respondent acted in accordance with the policy when terminating the Appellant's SNAP benefits. Because this is the Appellant's second (2<sup>nd</sup>) SNAP work requirement penalty, she will remain ineligible for SNAP benefits for a period of six (6) months or until she complies with the SNAP work requirement policy (or meets an exemption), whichever is longer.

### **CONCLUSIONS OF LAW**

- 1) Pursuant to policy, an individual must register with WorkForce WV yearly, as a condition of eligibility to receive SNAP benefits, unless an exemption is met.
- 2) Because the Appellant failed to comply with the SNAP work requirement or meet an exemption by the September 15, 2024 deadline, a work requirement penalty must be applied to the Appellant's SNAP benefits.

- 3) Because this is the Appellant's second (2<sup>nd</sup>) violation of the SNAP work requirement policy, she must be excluded from participation in SNAP for a period of six (6) months, or until she complies with the SNAP work requirement or meets an exemption, whichever is longer.

### **DECISION**

It is the decision of the State Hearing Officer to **UPHOLD** the Respondent's decision to impose a SNAP work requirement penalty for a period of six (6) months, effective November 01, 2024.

**ENTERED this \_\_\_\_\_ day of December 2024.**

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**Angela D. Signore  
State Hearing Officer**