**SMRF Requirements**

* SMRFs must be submitted by the end of the sixth month of the certification period to avoid a break in service. The SMRF can be submitted up to the end of the seventh month to resume benefits. When a SMRF is submitted in month six with changes requiring verification, a verification checklist will be sent giving 10 days to provide the requested verification. When the due date for verification goes into the seventh month, FoodShare will reopen without a break in service so long as the required documentation is supplied on or before the verification due date.
* If at the beginning of month eight the SMRF process is not complete, a new application must be submitted unless the cause for delay into month eight is agency delay. When a complete SMRF is submitted in month seven and verification is required, if the verification due date is in month eight, the verification must be received no later than the last day of month seven. This may correctly result in the household being given fewer than 10 days to verify the information.
* Regardless of how a member submits a SMRF (ACCESS, paper form, or telephone), the SMRF reporting requirements are the same. This includes and is limited to the following changes:
  + Household members
  + Job income and wages
  + Other income
  + Child support payments
  + Address (changes in address may also result in changes to shelter expense)
* **If a household reports no changes to the information on the SMRF, members are not required**

**to re-verify.**

* The SMRF form/interview is complete when the correct boxes are checked (each of the five sections on the form) and a signature is completed.
* The SMRF process is complete when a complete form/interview is submitted and any required questionable information is clarified and required verification is received (if applicable).
* A SMRF can be completed:
  + In person
  + By Mail or Fax (complete and return the paper SMRF that was mailed to them)
  + Via the ACCESS website
  + Via the MyAccess App (for those households with no changes to report at SMRF)
  + Via the Telephone with Call Center Agents

**SMRF Processing**

**Timely SMRF (received in month 6)**

1. To begin processing a completed SMRF, select the radial button for VIEW/RECORD SIX MONTH REPORT ACTIONS on the case summary page. This will bring you to the SMRF SCHEDULER page.
2. On the SMRF SCHEDULER page, enter the SMRF type as either PAPER or TELEPHONE.
   1. For a paper SMRF, update Sections 1-5 by viewing the customer reported information on the paper SMRF document. \*\*These questions automatically default to YES so they will need to be changed to NO if the customer did not report a change.
      1. If the customer reports a change in any of the sections, the worker will need to check a box within the “What would you like to do” area of the section requiring a change. This will schedule the pages for change within the SMRF driver flow. Sections marked NO on the scheduler will not come up in the driver flow.
      2. Mark the question “Is the signature obtained?” as YES if the SMRF form has been signed.
      3. Update any and all pages that come up in the SMRF driver flow.
      4. Initiate and confirm eligibility. If the case was questioned for verification, it should remain pending for this information.
   2. For a SMRF by phone, ask the customer each of the questions listed in sections 1-5. Update the answers accordingly. \*\*These questions automatically default to YES so they will need to be changed to NO if the customer did not report a change.
      1. If the customer reports a change in any of the sections, the worker will need to check a box within the “What would you like to do” area of the section requiring a change. This will schedule the pages for change within the SMRF driver flow. Sections marked NO on the scheduler will not come up in the driver flow.
      2. Mark the question “Is the signature obtained?” as NO. The signature will not be completed until the end of the call.
      3. Update any and all pages that come up in the SMRF driver flow.
      4. Once complete, you will be taken to the GENERATE SUMMARY page.
         1. Check the TELPHONIC SMRF box to indicate that the customer is completing the signature by phone.
         2. **Do NOT ISSUE A SUMMARY.**
         3. Record the call in CCA and copy the Telephonic Signature ID (interaction ID) into the appropriate section in CWW.
         4. Read the telephonic script as written in CWW. Select NEXT
         5. Once on the SIX-MONTH REPORT FORM CHECKLIST page, enter the SMRF complete date (the date you are completing the telephonic SMRF). Review the COMPLETE SMRF INFORMATION and BASED ON OUR REVIEW… sections. Select NEXT.
         6. Initiate and confirm Eligibility.
         7. Enter clear and concise case comments.

**Late SMRF (received in month 7)**

1. The process for completing a late SMRF is the same except the BREAK IN SERVICE page will be scheduled in the SMRF driver flow immediately following the completion of the SMRF SCHEDULER screen.
   1. The break in service date for a paper SMRF would be the date that the completed SMRF was received by the agency.
   2. The break in service date for a SMRF by phone would be the date the phone SMRF and signature are completed.
2. Then complete steps iii-iv that are listed above.
3. If verification is needed, the due date for verification will be 10 days or the last day of month 7, whichever is sooner.

**No change SMRFs submitted through ACCESS or MyACCESS and processed via Robotic Processing Automation (RPA)**

1. If verification is needed, the ACTION ITEM will read RPA COMPLETE VERIFY AND TAKE ACTION
   1. The first page in the SMRF driver flow is the VERIFICATION CHECKLIST. Review the checklist.
   2. The case should pend for verification.
2. If verification is not needed, the ACTION ITEM will read RPA COMPLETE, REVIEW BUDGET AND CONFIRM.
   1. The first page scheduled in the SMRF driver flow will be the FS budget. Review the budget page and confirm eligibility. The SMRF is now considered as PROCESSED.
3. If the RPA process could not be completed due to an error, a yellow banner will display at the top of the case summary screen indicating that manual processing of the SMRF is necessary.
   1. Review the ACCESS SMRF by entering the ACCESS tracking number in the quick select field. Review the section labeled SPECIAL ATTENTION.
   2. Select the radial button to process the SMRF and hit next.
   3. Manually process the SMRF. Verify the FS budget and confirm eligibility.
   4. The SMRF is now considered PROCESSED.

**References**

* FSH 6.1.2 and 2.2.1.1
* PH 3.4, 3.13.3 and 57.1.4.6
* ACCESS User Guide 4.6 and 7.1