

STATE OF RHODE ISLAND  
EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES  
APPEALS OFFICE

[REDACTED]

v.

DOCKET NO. 25-4010

DEPARTMENT OF HUMAN SERVICES

**DECISION**

**I. INTRODUCTION**

A Microsoft Teams meeting on the above-entitled matter was held on October 16, 2025, and the Appellant declined the option of a video hearing. [REDACTED] (Appellant) initiated this matter to appeal a decision made by the Department of Human Services (DHS) to deny her Supplemental Nutrition Assistance Program (SNAP) application due to her not providing requested documentation in a timely manner. The Appellant disagrees with the denial as she provided DHS with the requested documentation and is seeking to have her SNAP application approved. For the reasons discussed in more detail below, the Appellant's appeal is granted.

**II. JURISDICTION**

The Executive Office of Health and Human Services (EOHHS) is authorized and designated by R.I.G.L. § 42-7.2-6.1 and EOHHS regulations 210-RICR-10-05-2 to be the entity responsible for appeals and hearings related to SNAP. The administrative hearing

was held in accordance with the Administrative Procedures Act, R.I.G.L. § 42-35-1 et. seq. and EOHHS regulation 210-RICR-10-05-2.

### **III. ISSUE**

The issue is whether DHS's denial of the Appellant's SNAP application based on the Appellant's alleged failure to submit the requested verification in a timely manner was done in compliance with the SNAP regulations.

### **IV. PARTIES AND EXHIBITS**

Brandon Kilbanoff, DHS Eligibility Technician III (DHS Representative) appeared on behalf of DHS and provided testimony regarding the case. DHS provide the following documentary evidence:

- Exhibit #1 - Benefit Decision Notice dated August 9, 2025.
- Exhibit #2 - Request for Additional Documentation (ADR) dated July 24, 2025.
- Exhibit #3 - RI Bridges Eligibility determination results.
- Exhibit #4 - Front and back of spouse's legal permanent residence (LPR) card.
- Exhibit #5 - Front of Appellant's legal permanent residence (LPR) card
- Exhibit #6 - Payment stub for Appellant's workman's compensation.

The Appellant along with her daughter Authorized Representative (AR), [REDACTED], was present. The AR testified on the Appellant's behalf. The Appellant did not submit any documentary evidence at hearing.

### **IV. RELEVANT LAW/REGULATIONS**

In cases where verification is incomplete, the agency must provide the household with a statement of required verification, offer to assist the household in obtaining required verification,

and allowed the household at least fifteen (15) days from the date of the agency's initial request for the requested verification to be provided. 218-RICR-20-00-1.3.8(B)(1)(c).

If a request for documentation notice was issued and the client does not respond within fifteen (15) days, the case is denied. If the household takes the required action within sixty (60) days following the date the application was filed, the Department reopens the case without requiring a new application. 218-RICR-20-00-1.3.8(c)(1).

## **VI. FINDINGS OF FACT**

1. The household consists of the Appellant and her husband. They are considered a household of two.
2. The Appellant submitted a SNAP application to DHS on July 2, 2025.
3. On July 24, 2025, DHS sent a request for additional documentation (ADR) to the Appellant requesting verification of her immigration status, her spouse's US citizenship and verification of her unearned income. According to the ADR, the documents were due on or before August 8, 2025.
4. The Appellant's requested documentation was received by DHS and date stamped on August 8, 2025. The Agency testified that the supporting documentation was received but was incomplete as the Appellant failed to provide the back copy of her LPR card, the full copy of the workmen's compensation statement, and the application was denied.
5. A Benefit Decision Notice (BDN) dated August 9, 2025, informed the Appellant her SNAP application was denied due to failing to provide required information within the specified timeframe.

6. The Appellant filed an appeal on August 22, 2025. The reason for the appeal, the Appellant wrote “documents were placed in mail prior to August 8, 2025, due to issues uploading online.”
7. The AR testified at hearing that during her telephone interview with a DHS Representative, she was told the only two documents needed were the immigration status for the Appellant’s spouse and the Appellant’s income. The AR stated that DHS told her that she no longer needed to provide documentation of the Appellant’s immigration status as the Appellant’s immigration status had previously been verified.
8. According to the Agency’s testimony, DHS did receive the requested documentation by the due date however, the submission was incomplete as the Agency needed a copy of the back of the Appellant’s LPR card and her full workmen’s compensation statement.

## **VII. DISCUSSION**

The Agency stands by their position that the Appellant’s application was denied correctly due to failing to provide required information within the specified timeframe. The Appellant argues that she did provide what was requested, which was a copy of her spouse’s LPR card and her workmen’s compensation based on a conversation she had with a DHS Representative at the time of her SNAP interview. Per the ADR, the verifications were due on August 8, 2025. At the hearing the Agency submitted a date stamped document that showed the requested documents were received by the due date.

There is no dispute that the requested verifications for proof of immigration for both the Appellant and her spouse along with the Appellant’s workman’s compensation showing what she earns was received by the Agency on time. According, to the Agency although the verifications

were received, the verifications were missing pertinent information. Accordingly, the application was denied, and the Agency argues that the Appellant must now reapply. The Appellant's application was denied on August 9, 2025, the day after the Appellant submitted the requested documentation. Regulation 218-RICR-20-00-1.3.8(c)(1) states that "if a request for documentation notice was issued and the client does not respond within fifteen (15) days, the case is denied. If the household takes the required action within sixty (60) days following the date the application was filed, the Department reopens the case without requiring a new application".

Since the supporting documents were received on the due date the case should have been reopened. In addition, if the Agency has the ability to assist the Appellant in obtaining the required documents, they must do so. In this case they did not. Therefore, the Agency should have re-opened the case and processed the application with the documentations provided and assisted the Appellant with submitting any missing information.

#### **VIII. CONCLUSION OF LAW**

After careful review of the testimony and evidence presented at the Administrative Hearing, this Appeals Officer concludes that DHS incorrectly denied the Appellant's SNAP application.

#### **IX. DECISION**

Based on the foregoing Findings of Facts, Conclusion of Law, and testimony it is found that a final order be entered that there is insufficient evidence to support DHS's action to deny the Appellant's application.

#### **APPEAL GRANTED**

*/s/ Vermont Richardson*  
Appeals Officer

**ACTION TO BE TAKEN BY DHS**

DHS will reopen the Appellant's case effective date of closure. DHS will determine the household's SNAP eligibility using the supporting documents provided without requiring a new application. DHS will issue a new benefit decision notice by the close of business on/before November 17, 2025 .

**NOTICE OF APPELLATE RIGHTS**

This Final Order constitutes a final order of the Departments of Human Services pursuant to the RI General Laws §42-15-12. Pursuant to RI General Laws §43.35.15, a final order may be appealed to the Superior Court Sitting in and for the County of Providence within thirty (30) days of the mailing date of this decision. Such appeal, if taken, must be completed by filing a petition for review in Superior Court. The filing of the complaint does not itself stay enforcement of this order. The Agency may grant, or the reviewing court may order, a stay upon the appropriate terms.

**CERTIFICATION**

I hereby certify that I mailed, via regular mail, postage prepaid, a true copy of the foregoing [REDACTED] and to Authorized Representative [REDACTED]; copies were sent via email to [REDACTED] to DHS Appeals Unit, Kirsten Cornford, and to DHS Policy Office on this 31<sup>st</sup> day of October, 2025.

