

██████████
v.

Rhode Island Department of Human
Services

DOCKET No. 26-0976

DECISION

I. INTRODUCTION

A telephonic hearing on the above-entitled matter was conducted on May 4, 2026. ██████████
██████████ (Appellant) initiated this matter to appeal a decision made by the Department of Human
Services (DHS) to terminate her Supplemental Nutrition Assistance Program (SNAP) benefits
due to her failure to submit requested additional documentation in a timely manner. For the
reasons discussed in detail below, the Appellant's appeal is denied.

II. JURISDICTION

The Executive Office of Health and Human Services (EOHHS) is authorized and
designated in R.I.G.L. §42-7.2-6.1 and in RICR 210-RICR-10-05-2 to be the principal entity
responsible for appeals and hearings related to DHS programs. The administrative hearing was
held in accordance with the Administrative Procedures Act, R.I.G.L. §42-35-1, and EOHHS
regulation 210-RICR-10-05-2.

III. ISSUE

The issue is whether the closure of the Appellant's SNAP was done in compliance with State and Federal policies and regulations.

IV. PARTIES AND EXHIBITS

Present for DHS was Eligibility Technician III, Brandon Klibanoff. DHS offered the following evidence:

- Exhibit #1 – Benefit Decision Notice dated January 26, 2026.
- Exhibit #2 – Additional Documentation Request dated January 10, 2026.
- Exhibit #3 – Eligibility Determination results from June 1, 2016, through May 1, 2026.
- Exhibit #4 – Appellant letter to DHS received January 22, 2026.

The Appellant attended the hearing and offered the following evidence:

- Undated screenshot of Portal confirmation of submission of nine documents.

V. RELEVANT LAW/REGULATIONS

EOHHS is charged with being the principal entity for legal service functions, oversight of rulemaking, law interpretation, and related duties of itself and the four agencies under its jurisdiction, which includes DHS. 210-RICR-10-05-2.1(1)(B).

All simplified reporting SNAP households are subject to interim reporting requirements. In the fifth month of certification, households subject to interim reporting will receive an Interim Report in the mail. They must complete the form in its entirety and return the form along with

required verifications to the agency by the fifth day of the sixth month of the certification period. 218-RICR-20-00-1.13.2(B)(2&3).

The agency must pursue clarification and verification of household circumstances when it is not able to be determined the effect on continued eligibility for SNAP or benefit amount. The agency will issue a request for documentation advising the household of the verification they must provide, allowing the household 15 days to respond. If the household does not respond or does not provide sufficient information, the agency must issue a notice of adverse action indicating the case will close. 218-RICR-20-00-1(1&3.)

The agency representative must verify all factors of eligibility which they determine to be questionable and affect the household's eligibility and benefit level. As a guideline, questionable information is information that is inconsistent with statements made by the applicant or with other information on the application or previous applications. 218-RICR-20-00-1.6.2(A.)

VI. FINDINGS OF FACT

According to the testimony of the parties, the facts are as follows:

1. On January 10, 2026, an ADR was mailed to the household requesting verification of the Appellant's son's unearned income, specifically stating "benefits/bank statement" and/or "Award Letter". The verification was due by January 25, 2026.
2. The Appellant responded by submitting her sons Social Security card and birth certificate to show he was an infant and therefore was not working. The Appellant maintains the request was unclear, and she was not aware she needed to send in child support information.
3. A DHS representative called the Appellant on January 10, 2026, and January 24, 2026. On both occasions a detailed voicemail was left advising her they needed verification of

child support income. On April 6, 2026, DHS spoke to the Appellant and informed her that DHS needed child support verification.

4. The Appellant testified she does not listen to voicemails, and that she would have preferred a letter mailed to her home.
5. As of the day of the hearing, the Appellant still has not provided verification regarding child support.

VII. DISCUSSION

The Appellant filed an appeal due to the closure of her SNAP because she failed to respond to a request for her son's unearned income. The Appellant feels the Notice was vague and did not specify exactly what unearned income DHS needed as her son is an infant. The Appellant stated she does not receive child support; however, she states she has a good relationship with the Father, therefore the opportunity to submit verification from him was available to her.

DHS maintains the case closed correctly due to the Appellant's failure to submit verification of child support income, or lack thereof. DHS left two detailed voicemails advising the Appellant what was needed. DHS finally spoke with the Appellant and informed her she needed to verify child support income. The Appellant openly admitted she does not "check voicemails like that". The fact the Appellant does not check her voicemails is not a failure on DHS's part. The Appellant still chose not to send verification after speaking to a DHS representative. DHS demonstrated due diligence in contacting the Appellant three times to advise her specifically what was needed.

VIII. CONCLUSION OF LAW

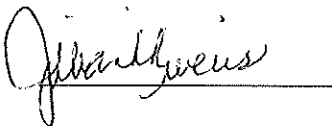
After careful consideration of the testimony and evidence presented at the Administrative Hearing, this Hearings Officer concludes:

1. DHS was in compliance with State policies and Federal regulations for sending the Appellant a request for additional documentation.
2. The Appellant failed to submit appropriate verification of child support income.
3. DHS was in compliance with State policies and Federal Regulations to terminate the Appellant's SNAP case.

IX. DECISION

Based on the foregoing Findings of Fact, Conclusions of Law, evidence, and testimony it is found that a final order be entered that DHS did comply with the requirements of the applicable policies and regulations for the termination of the Appellant's SNAP benefits.

APPEAL DENIED

A handwritten signature in cursive script, appearing to read "Jillian Rivers", is written over a horizontal line.

Jillian R. Rivers

Appeals Officer

NOTICE OF APPELLANT RIGHTS

This final order constitutes a final order of the Department of Human Services pursuant to RI General Laws §42-35-12. Pursuant to RI General Laws §42-35-15, 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 to [REDACTED]; copies were sent, via email, to the Appellant at [REDACTED]; and to Kirsten Cornford, The DHS Appeals Unit, and the DHS Policy Unit on this 8th day of MAY, 2020.

Somoria Mitchell