



**Department of Human Services  
Online Directives Information System**

**Index:**

**POL3450**

**Revised:**

**12/04/2023**

**Next Review:**

**12/04/2025**

**SUBJECT: Benefit Integrity and Recovery (Claims and Collections) Program**

**POLICY**

The Department of Human Services policy is to promote the health and well-being of families, focusing primarily on children, seniors, people with disabilities, and low-income working families. Two Benefit Assistance programs (Food Stamps and TANF) are administered by the Department of Human Services (DHS), the Division of Family and Children Services (DFCS), and its 159 local county offices. To protect the integrity of these financial assistance programs and in the interest of the public, the Benefit Integrity and Recovery (Claims and Collections) Unit recovers benefits erroneously issued as mandated by federal and state policies.

**A. Authority**

In 2008, the Food Stamp (FS) Act of 1977 was renamed the Food and Nutrition Act of 2008. The Act renamed the Food Stamp Program the Supplemental Nutrition Assistance Program (SNAP), which contains certain claims and collection provisions regarding the SNAP program. The Food Stamp (SNAP) claims regulations were revised in 1983 and mandated in 1996 with the passage of the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA): Pub. L. 104-193. The Recovery provisions of the SNAP program were further developed in Title 7; "Electronic Code of Federal Regulations", Part 272 through 273.

The Temporary Assistance for Needy Families (TANF) Program in PRWORA replaced the Former Aid to Families with Dependent Children (AFDC) program. Recovery provisions for TANF were issued by the U.S. Department of Health and Human Services through Program Instruction Transmittal No: TANF-ACF-PL- 99-2 (revised).

**B. References**

The Electronic Code of Federal Regulations, Title 7-Agriculture, Subtitle B-Regulations of the Department of Agriculture, Chapter II-Food and Nutrition Service, Department of Agriculture, Parts 271-299.

[https://gov.ecfr.io/cgi-bin/text-idx?SID=010cf3332b2acee3e52a756915e21285&mc=true&tpl=/ecfrbrowse/Title07/7cfrv4\\_02.tpl#0](https://gov.ecfr.io/cgi-bin/text-idx?SID=010cf3332b2acee3e52a756915e21285&mc=true&tpl=/ecfrbrowse/Title07/7cfrv4_02.tpl#0)

The Electronic Code of Federal Regulations, Title 45-Public Assistance, Chapter II-Office of Family Assistance, Administration for Children and Families, Department of Health and Human Services, Parts 201-299

[https://www.ecfr.gov/cgi-bin/text-idx?SID=94f503b64f8d9e3d0baeedad1691851e&mc=true&tpl=/ecfrbrowse/Title45/45cfrv2\\_02.tpl#200](https://www.ecfr.gov/cgi-bin/text-idx?SID=94f503b64f8d9e3d0baeedad1691851e&mc=true&tpl=/ecfrbrowse/Title45/45cfrv2_02.tpl#200)

### **C. Applicability**

All local County Departments of Family and Children Services (DFCS)

### **D. Definitions**

None

### **E. Responsibilities**

The State Operations Director of the Office of Family Independence, Division of Family and Children Services is responsible for the development and administration of the Benefits Recovery (Claims) Manual-Volume IV ([MAN3450](#)). The manual is issued by the Director of the Division of Family and Children Services.

### **F. History:**

None

### **G. Evaluation:**

The outcomes of this directive are evaluated by:

- Case Accuracy Reviews (monthly)
- Quality Control Reviews (monthly)
- Management Evaluation Reviews (annually)
- Federal Audits and Reviews (annually and as needed)