



MEPD and TW Bulletin 25-08

Date: April 1, 2025

To: Eligibility Services Supervisors and Staff
Program Managers
Regional Directors
Policy Attorneys
Hearings Officers

From: Access and Eligibility Services Program Policy
State Office 2106

Subject: SNAP Work Rules – Verbal Informing Documentation

The information in this bulletin will be included in a future handbook revision. Until the handbook is updated, staff must use the information in this bulletin. If you have any questions regarding the policy information in this bulletin, follow regional procedures.

Active bulletins are posted on the following websites:

- [Medicaid for the Elderly and People with Disabilities Handbook \(MEPDH\)](https://hhs.texas.gov/laws-regulations/handbooks/mepd/policy-bulletins) at <https://hhs.texas.gov/laws-regulations/handbooks/mepd/policy-bulletins>;
- [Texas Works Handbook \(TWH\)](https://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook/texas-works-bulletins) at <https://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook/texas-works-bulletins>.

SNAP Work Rules – Verbal Informing Documentation

Background

Based on federal regulations at 7 CFR 273.7(c)(1)(ii), the Food and Nutrition Service requires state agencies to provide an 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. This action must be documented in the case file.

Current Policy

SNAP

At certification, recertification and at change action when a person becomes subject to SNAP work rules, staff must verbally share comprehensive information about the SNAP work rules during the eligibility interview. Staff must verbally share the same information on the Consolidated Work Notice provided with the TF0001 Notice of Case Action, about the SNAP work rules. Staff must continue using the scripts as required by the Texas Works Handbook [A-1822 E&T Procedures](#), and [A-1831 Action in Full-Service E&T counties](#). Staff must make one cold-call attempt to inform the household of the applicable SNAP work rules.

New Policy

SNAP

At certification, recertification, and at change action when a person becomes subject to SNAP work rules, staff must verbally share comprehensive information about the SNAP work rules during the eligibility determination process. Staff must make one cold-call attempt to inform the household of the applicable SNAP work rules. Staff must verbally share the same information on the Consolidated Work Notice provided with the TF0001 Notice of Case Action, about the SNAP work rules. Staff must continue using the scripts in the Texas Works Handbook A-1822 E&T Procedures and A-1831 Action in Full-Service E&T counties.

Staff must document the cold call attempt in the Case Action Documentation Summary and includes:

- The time the call was made;
- If the call successful or unsuccessful;
 - If successful and a verbal explanation was provided;
 - which requirement was explained, and
 - the person required to comply with the SNAP work rules.

If the phone contact is unsuccessful, staff must not leave the information by voicemail.

Automation

Automation changes are not required.

Correspondence

Correspondence changes are not required.

Handbook

The TWH is currently scheduled for update in the October 2025 revision.

Updates to the MEPDH are not required.

Training

The annual E&T Refresher training is currently scheduled for May 2025.

Effective Date

This policy is effective upon publication of this bulletin.