TABLE OF CONTENTS

810  Entitlement to Restored Benefits
820  Time Limits for Qualifying for Restored Benefits
830  How to Determine Amount of Restored Benefits
     831  Applying Restored Benefits Toward an Overpayment Claim
840  Notice to Household
850  Disputed Benefits
860  Method of Restoration
870  Changes in Household Composition
880  Procedure for Authorizing Restored Benefits
890  Forms Used When Restoring Benefits
**Restored Benefits**

**810 ENTITLEMENT TO RESTORED BENEFITS**

Households are entitled to restored benefits when

- legislation, federal regulations, or court actions require restoration, or
- the household receives less than the amount to which it was entitled during any benefit month.

Households must be or have been eligible for TANF to receive restored benefits for the affected month(s).

**Exception:** Households not currently receiving TANF are eligible for restored benefits if the underpayment resulted from

- erroneously denied, terminated or reduced benefits; or
- an adverse action, which was appealed within 10 days and the household, waived the right to continued benefits, and the household was sustained.

- an error in benefit issuance was made and the household was not at fault;
- a hearing decision is overturned in court,
- a member is disqualified for an intentional program violation, which is later found inappropriate by the court.
- the household did not receive 10 calendar days to provide expense verification and it was subsequently provided.

**Benefits**

- are NOT restored for unreported changes or household errors;
- are restored regardless of whether the household is currently eligible;
- must be approved by the supervisor or office manager to be restored;
- are restored if the issuance cycle for which the benefits should have been paid has ended.
820  TIME LIMITS FOR QUALIFYING FOR RESTORED BENEFITS

Benefits are restored for no more than 12 months prior to whichever occurred first:

- The date
  - the restoration request is received;
  - of discovery or notification a benefits loss has occurred;
  - judicial action was initiated and the court finds benefits were incorrectly withheld;
  - the household participated in a disqualification hearing and judicial action overturned the hearing decision.

830  HOW TO DETERMINE AMOUNT OF RESTORED BENEFITS

Correct ongoing benefits for a current certification.

- Disregard any months before the 12-month time limit.

**Exception:** Benefits will be restored to households found categorically eligible for a period denied SNAP from the original SNAP application date whether or not a TANF grant was paid, or the SSI payment effective date, or December 23, 1985 whichever is later.
### Applying Restored Benefits Toward an Overpayment Claim

Determine the amount of restored benefits by

- recalculating the benefit for the month(s) in question to determine what the household is owed. If there is a restored benefit or underpayment due when there is an existing overpayment balance, the worker must for:
  - **Open cases:** Ensure the amount deducted from the benefit does not exceed 10% of the total budgetable gross income including the TANF cash benefit,
  - or
  - **Closed cases:** Ensure the restored benefit is applied to the overpayment balance.

- subtracting any claim balance (active, suspended, or terminated including any compromised amount) from the lost benefits before the balance is restored.

**Exception:** Retroactive benefits cannot be used to offset claims.
• Overpayment deductions are applied to the gross TANF payment prior to any deductions for sanction penalties.

Notify the household of the disposition of any restored benefits to which they were entitled.

840 NOTICE TO HOUSEHOLD

Notify the household of
• their entitlement to restored benefits;
• the amount to be restored;
• any offset applied to overpayment balances; and
• the right to appeal.

850 DISPUTED BENEFITS

If the household disagrees with the amount of benefits to be restored or any other restoration action, they may request a hearing within 90 days of the notice date.

As a result of a hearing request
• benefit restoration continues pending the hearing decision; and
• upon receipt, benefits are adjusted according to the hearing officer's decision.

The household may request a hearing if their request for restored benefits is denied. The request is documented with justification for the denial and the date denied.
860  METHOD OF RESTORATION

Restore all benefits owed at the same time. Refer to the TASK Guide for entry of the BMNT screen in NOMADS.

870  CHANGES IN HOUSEHOLD COMPOSITION

If the household composition has changed, restore benefits to the household containing a majority of the people who were members when the loss occurred.

If a majority of the household cannot be located or is no longer living, restore benefits to the head of the household (HOH) at the time the loss occurred.

880  PROCEDURE FOR AUTHORIZING RESTORED BENEFITS

Upon discovery, authorize restored benefits by issuing an underpayment to current recipients and those who would be current recipients if the error causing the loss had not occurred.

Note: Issuances in the amount of $1, $3 or $5 are rounded to $2, $4 or $6.

- RLB cannot be issued for more than 12 previous months from when the agency is notified of, or discovered the loss.