



SNAP Workload Management

Policy 24.30

Effective: March 1, 2025

Introduction

The Tennessee Department of Human Services (TDHS) personnel shall follow instructional steps for processing Supplemental Nutrition Assistance Program (SNAP) applications in accordance with State and Federal law.

Scope

The purpose of this policy is to define the thresholds for activating the Workload Management Plan to address application processing backlogs.

Policy

The Director of Operations in collaboration with Field Management Directors must monitor all tasks associated with application processing on a weekly basis to ensure the timely processing of SNAP applications. Field Management Directors will immediately implement corrective active measures when the pending actions detailed below exceed the defined thresholds for more than five (5) consecutive business days.

A. Applications Pending Registration

1. All applications filed must be reviewed, linked to any existing case on file (if appropriate), and registered prior to scheduling an interview.
2. Managers are required to monitor the volume of applications pending registration throughout the day.
3. When applications pending registration exceed one hundred (100) for more than five (5) business days, Field Management Directors will immediately implement corrective action measures to include increasing the task assignment per worker.

B. Applications Pending Disposition

1. All applicants must be interviewed and notified of a decision within the timeliness standards defined by state and federal law.
2. Managers are required to monitor tasks related to pending applications daily.

3. When applications pending disposition exceed thirty-two thousand (32,000) for more than five (5) business days, Field Management Directors will immediately implement corrective action measures to include increasing the task assignment per worker, assigning applications to supervisors for processing, and requesting overtime.
4. The Director of Operations will schedule twice daily meetings to discuss progress and address barriers to reducing the pending applications. These meetings will continue until the pending application count falls below aforementioned threshold.
5. The Assistant Commissioner will notify the Commissioner and Executive Leadership Team and provide a daily status update.

C. Scheduled Interviews

1. The application scheduling batch is designed to schedule eligibility interviews on the fourth (4th) business day from the date of application.
2. The Director of Operations and Field Business Solutions team will review the batch scheduling report daily to ensure all expedited applications are scheduled on the fourth (4th) business day and non-expedited applications are scheduled no later than the seventh (7th) business day.
3. If expedited appointments are scheduled beyond the fourth (4th) business day for more than two (2) consecutive business days, the Director of Operations will notify field management staff to add more appointment slots per worker.

Supporting Documents

None

Definitions/Acronyms

Term	Definition
SNAP	Supplemental Nutrition Assistance Program
TDHS	Tennessee Department of Human Services

Supersedes

None

Authority

7 C.F.R. § 273.2

Application

All TDHS Employees and Contractors

Revision History

Date	Version	Location of Change	Description/Reason for Change
02/27/2025	03/01/2025	New Policy	New Policy

Approval History

Approved By	Approver Title	Approved Date	Effective Date
Clarence H. Carter	Commissioner	02/27/2025	03/01/2025

Current Approver
