**Section 121.5 Client Cooperation**

a) If a household refuses to cooperate with the Department in completing the application process, the application is to be denied at the time of refusal.

b) A certified household is required to cooperate in reviews of its eligibility, including reviews generated by reported changes in circumstances, recertification or as part of a quality control review. If the certified household refuses to cooperate, food stamp benefits shall be terminated.

c) Once benefits are terminated for refusal to cooperate, the household may reapply but shall not be determined eligible until it cooperates.

d) Refusal to cooperate means that the household is able to cooperate, but clearly demonstrates that it will not take action that it can take and that is required to complete an eligibility determination. If the household has merely failed to cooperate, rather than refused to cooperate, the application will not be denied or benefits terminated.