



MISSOURI DEPARTMENT OF SOCIAL SERVICES  
FAMILY SUPPORT DIVISION

## **Request to Withdraw or Close Instructions**

This form should be used by staff to indicate a participant's request to withdraw an application or close a case. It may be used to withdraw or close more than one type of assistance.

### Staff Responsibilities:

- Discuss the participant's intentions before completing the form.
- Fully explain the participant's waiver of the 10-day advance period and the waiver of the right to continue benefits at the current level while a hearing is pending. Describe the subsequent hearing rights.
- Explain that the participant may apply again at any time.
- Complete all sections of the form and obtain a signature from the participant. The staff member assisting the participant should sign and date the form as well.
- Using established procedures, fully document the receipt of the form and the discussion with the participant.

**Note:** Policy regarding withdrawals and voluntary closings has not changed.

A signature is **not** required to withdraw an application. The intention of this form is to document the request in the event that a participant makes an in-person request to withdraw an application. Continue to accept requests to withdraw received by other means.

A signature is **not** required to close a case. A request to close received by phone or other means should still be processed using established procedures. The intention of this form is to document the request to close a case and waive the 10-day advance action period before closing the case.

This form **may not** be used for a participant to withdraw from a hearing. Hearing withdrawals should be processed using established procedures.

Do **not** mail this form to the participant. A hand-written letter or note dropped off or mailed from the participant is sufficient to begin closing or withdrawal procedures.