

# Information Memorandum Transmittal Office of Self-Sufficiency Programs



Heather Miles, SSP SNAP Manager

**Authorized signature**

**Number:** SS-IM-21-020

**Issue date:** 09/20/2021

**Topic:** Food Benefits

**Due date:**

**Subject:** Interviews for SNAP waived through December 31, 2021

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees                             | <input type="checkbox"/> County Mental Health Directors                       |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Type B     | <input type="checkbox"/> Health Services                                      |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input checked="" type="checkbox"/> Self Sufficiency Programs          | <input type="checkbox"/> ODDS Children’s Intensive In Home Services           |
| <input type="checkbox"/> County DD program managers                    | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                 |
| <input type="checkbox"/> Support Service Brokerage Directors           | <input type="checkbox"/> Other ( <i>please specify</i> ):                     |
| <input type="checkbox"/> ODDS Children’s Residential Services          |   |
| <input type="checkbox"/> Child Welfare Programs                        |   |

<b>Policy/rule title:</b>	SNAP Interviews waived through December 31, 2021		
<b>Policy/rule number(s):</b>	OAR <a href="#">461-135-0660</a>	<b>Release number:</b>	
<b>Effective date:</b>	07/01/21	<b>Expiration date:</b>	09/30/21
<b>References:</b>			
<b>Web address:</b>			

**Message: SNAP interviews waived through December 31, 2021**

Oregon has received approval to continue to waive interview requirements for SNAP cases **through December 31, 2021**. This applies to all SNAP applications, including new, expedited or recertification applications.

**Implementation/transition instructions:**

When assigned an application, please attempt to process all tasks related to that case. Review all the available information, including screens available to you, so the missing or unclear information is identified.

## **When to call the household**

We can attempt to contact the household by phone to resolve any unclear information or inform the household on what information is needed. This phone call does not need to be a complete interview; the intent is to only gather the information you are missing to complete the eligibility determination. Let the Oregonian know what information is missing and that they can submit it in the following ways:

1. Uploading to the [Applicant Portal](#),
2. E-mailing: [Oregon.benefits@dhsosha.state.or.us](mailto:Oregon.benefits@dhsosha.state.or.us), or if they prefer
3. Dropping off at their [local office](#).

If you cannot reach the household, complete as much of the data collection as you can on the case. If there is something missing which is required to determine eligibility and or benefit amount ONE will issue a Request for Information (RFI) or Missing Information Notice requesting the verification or clarification needed to determine eligibility. If necessary, use Manual Correspondence, to revise the RFI so it is clear and understandable for the Oregonian.

The purpose of the interview waiver is to process the application as quickly as possible with the available information. SNAP requires verification only for certain things based on new application or recertification (see OAR [461-135-0520](#) on the Oregon Laws ORS webpage). **Note:** ABAWD work requirements are waived statewide until **September 2022**.

**Instructions for the ONE system in the interview date field:** Add an interview record and code the date field with the date you are working the application. Include a case note indicating “Due to COVID-19 SNAP Interview Waiver Extension, the interview for this application was not conducted. Interview information was entered per direction from [IBP 20-26](#).” It is important to document the reason.

Note: SNAP households have the right to request and be scheduled a phone interview with a worker. When an interview is requested by the applicant, do not process the application without an interview. When scheduling, include a case note of “Interview Scheduled at Oregonian request.”

*If there are safety concerns, please follow the steps suggested by TA-DVS below.*

### **Safety concerns:**

It is important to screen applications you are processing for potential safety concerns. If safety concerns are identified, always reach out to the individual following the [Safety Concerns Identified, ETOP](#). An Oregonian may be requesting an interview to discuss their domestic violence concerns or for help connecting with other programs or resources.

For more information on statewide processes, please refer to the [ETOPS](#) and [QRG](#) OWL pages.

*If you have any questions about this information, contact:*

Contact(s): SNAP Policy	
Phone:	Fax:
Email: <a href="mailto:SNAP.Policy@dhsoha.state.or.us">SNAP.Policy@dhsoha.state.or.us</a>	