

# Policy Transmittal Office of Self-Sufficiency Programs



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**Number:** SS-PT-20-008

**Issue date:** 04/22/2020

**Update:** 05/26/2020

**Update:** 07/23/2020

**Update:** 10/27/2020

**Update:** 01/05/2021

**Topic:** Food Benefits

**Due date:** 12/23/2020

**Transmitting (check the box that best applies):**

- New policy   
  Policy change   
  Policy clarification   
  Executive letter  
 Administrative Rule   
  Manual update   
 Other: Temporary Policy Change

**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 checked="" type="checkbox"/> Other (please specify): 5503              |
| <input type="checkbox"/> ODDS Children’s Residential Services          |   |
| <input type="checkbox"/> Child Welfare Programs                        |   |

<b>Policy/rule title:</b>	SNAP interview requirements waived until 02/28/2021		
<b>Policy/rule number(s):</b>	OAR 461-115-0230	<b>Release number:</b>	
<b>Effective date:</b>	Immediately	<b>Expiration date:</b>	02/28/21
<b>References:</b>			
<b>Web address:</b>			

**Update: SNAP interview requirements will be waived through February 28, 2021, for new and ongoing applications.**

## **Discussion/interpretation:**

Continuing Resolution ([HR8337](#)), signed into law on 09/30/2020, provides Oregon with the flexibility to adjust SNAP operations during COVID-19. One of these is the ability to waive the requirement to schedule and complete an interview as part of the SNAP application process. **Oregon will continue to waive interview requirements through 02/28/2021 for new and ongoing applications.**

## **Implementation/transition instructions:**

The no interview option allows Oregon the flexibility it needs to continue providing timely services while expediting the application process. The following recommendations are based on where your office is at with processing applications.

As a reminder, an interview is a complete review with the customer of ALL eligibility factors while also clearing up any discrepancies. It is also an opportunity to explain program requirements, answer any questions about the SNAP application process and offer other resources that may be available for the Oregonian, such as other benefit programs (ERDC, TANF, E&T Services).

When you contact a participant to address conflicting information or obtain missing information, this is NOT considered an interview. When you contact the Oregonian, your questions should focus on the conflicting or missing information needed to complete the eligibility process.

### **For offices able to do same day/next day processing:**

If your area is not behind in processing applications, we recommend you attempt to conduct the SNAP interview. FNS is requesting we resume normal processing as soon as possible. We recommend waiving interviews only when you can't contact the customer and there is no additional clarification needed to process the application.

### **For offices not processing applications same day/next day:**

If your area has a backlog of applications, we recommend you take advantage of the no interview waiver. This doesn't mean process the application without addressing conflicting information or obtaining missing information. As mentioned above, conflicting or missing information needs to be addressed before an application can be processed. Contacting an applicant/authorized representative for conflicting/missing information is not considered an interview.

### **Example:**

**William submits a SNAP application to your office. You read through the application and notice that he did not answer a few questions. In order to process the application as timely as possible, you call William to get the missing information. If he provides**

the information needed, you can complete the eligibility process.

If you call William and he does not answer/we are not otherwise able to contact him:

- For cases in ONE, refer to Interim Business Practice 20-26. If you cannot contact the customer, run eligibility in ONE for an RFI to be issued.
- For cases in Legacy, send a pend notice for the specific information needed.

**Reminder**

CAPI is being used for other programs. Look for indicators that people may need additional resources, like “I am not working since I do not have childcare.” Also, consider that they may want an interview because they would like to address domestic violence concerns, need an alternate format or language, or would like to apply for TANF. We know there are a lot of people who need additional assistance, and we want to be mindful of any potential needs for additional benefits, programs, or resources.

**Screening applications/processing timelines**

Continue to screen applications for expedited service and follow application processing timelines:

- 7 days for expedited service
- 30 days for regular processing

Continue to check IEVS to verify income. All other parts of the eligibility process remain the same.

**Local/branch action required:** Waive interviews for SNAP filing dates as described above through February 28, 2021.

**Central office action required:** Central office will continue to monitor the need for this option based on field needs.

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:**

**Filing instructions:**

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

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

