

Policy Transmittal Office of Self Sufficiency Programs



Heather Miles, SSP SNAP Director

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Number: SS-PT-21-007

Issue date: 04/01/2021

Topic: Food Benefits

Due date: 04/01/2021

Transmitting (check the box that best applies):

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

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 | |

Policy/rule title:	SNAP Interviews waived through June 30, 2021		
Policy/rule number(s):	OAR 461-135-0660	Release number:	
Effective date:	03/01/2021	Expiration date:	06/30/21
References:			
Web address:			

Discussion/interpretation:

The interview requirement for SNAP is waived for any application filed through June 30, 2021, in Oregon.

Interview flexibilities have been extended through June 30, 2021, as part of the American Rescue Plan Act of 2021. Oregon will continue to waive SNAP interview requirements through June 30, 2021. This applies to all SNAP applications, including new, expedited or recertification applications.

Implementation/transition instructions:

Processing applications with a scheduled interview pending: If a SNAP applicant has already been sent a notice of scheduled interview, attempt to reach the applicant at their scheduled interview time to complete the interview. If the applicant is not reached, process the application following the no-interview waiver process.

Clarifying information without an interview: Although the interview requirement is waived, we cannot waive the requirement to verify identity or mandatory verification requirements. As a best practice, attempt to reach the household by phone to resolve unclear information or inform the household on what information is needed. If you cannot reach the household, a pending notice will be generated requesting the verification or clarification needed to determine eligibility. Use a Manual Correspondence, if necessary, to revise the Request for Information (RFI) so it is clear and understandable for the Oregonian.

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. Please see [IBP 20-26](#).

Reminder: 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.

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.”

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

Training/communication plan: Please discuss and share with staff.

Local/branch action required: Huddle Topic, ONE communication to be released.

Central office action required:

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: SNAP.Policy@dhsosha.state.or.us	