

Belit Stockfleth, SNAP and Youth Services
Program Manager

Authorized Signature

Number: SS-PT-10-006

Issue Date: 05/14/2010

Topic: Food Benefits

Transmitting (check the box that best applies):

- New Policy
 Policy Change
 Policy Clarification
 Executive Letter
 Administrative Rule
 Manual Update
 Other: _____

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 | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Policy/Rule Title:	Justification for Phone Interviews		
Policy/Rule Number(s):	SNAP B.8	Release No:	
Effective Date:	Upon receipt	Expiration:	
References:			
Web Address:			

Discussion/Interpretation: An interview is required of all households applying for SNAP benefits. The purpose of the interview is to gather eligibility information and resolve unclear/incomplete information. The person interviewed may be the head of household, spouse, any other responsible member of the filing group or an authorized representative.

FNS regulations require that the interview be face-to-face, in the office, unless it causes a hardship for the client. Some hardship reasons are:

- ❖ All adult members of the group are over age 60, or have a physical or mental disability;
- ❖ Transportation problems; or
- ❖ Illness, bad weather, work hours that conflict with office hours, safety issues due to domestic violence, caring for a disabled member of the filing group, etc.

FNS has just granted a waiver request to DHS which allows us to replace the in-office interview with a phone interview *without narrating a hardship reason*. This applies for both initial and recertification interviews. The interview is still required: the change is that phone interviews can be held without justifying the reason in the case file.

Clients who choose to have their interview in the office must be allowed to do so.

Implementation/Transition Instructions: Apply policy as appropriate.

Training/Communication Plan: None.

Local/Branch Action Required: Apply policy as appropriate.

Central Office Action Required: Update policy manual.

Field/Stakeholder review: Yes No

If yes, reviewed by:

Filing Instructions: None.

If you have any questions about this policy, contact:

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