

Policy Clarifications - Food Stamp PFS13399506

Submitted: 10/18/06

Agency: CAOs

Citations:

Subject: Interview for Expedited Service Serves as Application Interview

In regards to [OPS Memo 06-10-02](#) regarding the interview for expedited food stamps, our workers are under the impression that you cannot use the expedited food stamp phone interview on mailed in applications for the face to face interview that is required for food stamp applications. They feel that the only people who cannot attend a face to face interview are those who cannot come to the CAO because of employment or hardship or child care issues. So, their contention is that if they do a phone interview for the expedited food stamps that they still must conduct a face to face interview with the client because they do not meet the criteria to be excluded from a face to face interview. Please advise if the phone interview can be used for the required face to face interview that is needed per [504.4](#) . It seems that we may be duplicating interviews if we do a phone interview for the expedited but then still require the client to come to the CAO for an interview for ongoing benefits.

Response By: Denise Hoffman

Date: 11/28/06

No, this is not correct.

The interview for expedited service that advises the household of pending verification serves as the application interview. So a followup interview is not necessary if the expedited interview was conducted. If the interview was conducted by phone, document that timeframe and transportation caused the hardship in the case record narrative.

Guidance for defining hardships can be found in [OPS Memo 06-05-02](#) - Waiver of the Face-to-Face Interview at Application for the Food Stamp Program.

If any additional information is needed to process ongoing benefits, the CAO will inform the client of the necessary documentation and give them a deadline to return the verification in order for ongoing benefits to be authorized.