

# Operations Memorandum - SNAP OPS090803

August 5, 2009

**SUBJECT:** Telephone Interview Requirements at Application  
**TO:** Executive Directors  
**FROM:** Joanne Glover, Director, Bureau of Operations

## Purpose

To inform County Assistance Offices (CAOs) that documentation of a hardship when conducting a telephone interview in lieu of a face-to-face interview at application is no longer required. This policy is effective immediately.

## Background/Discussion

[Operations Memorandum 090502](#), dated May 14, 2009 reminded CAOs that at application, a telephone interview should be conducted in lieu of the face-to-face interview in almost all circumstances, based on an expanded definition of hardship. The CAO was required to document in the case record that the face-to-face interview was waived because of a hardship.

The Food and Nutrition Service has granted the Department of Public Welfare a waiver of the requirement to narrate a hardship when a telephone interview is conducted in lieu of the face-to-face interview.

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### **OLD POLICY**

- The CAO conducts a telephone interview in lieu of the face-to-face interview at application.
- The CAO narrates that the face-to-face interview was waived because of a hardship.

### **NEW POLICY**

- Application interviews are to be conducted via telephone unless the household requests a face-to face interview.
- The CAO no longer narrates a hardship in the case record unless a face-to face interview is conducted.

## **PROCEDURES**

The CAO worker must:

- Send a Notice of Missed Interview (NOMI) to the household if the telephone interview is missed.
- Obtain the same information that is obtained during a face-to-face interview.
- Follow the same verification processes that are used with a face-to-face interview.

### **Next Steps**

1. Share this information with all appropriate staff.
2. Implement this Operations Memorandum immediately.
3. Maintain this Operations Memorandum until the appropriate Handbook pages have been received.