



Pennsylvania
Department of Human Services

DATE: August 13, 2026
April 1, 2024
March 19, 2024

OPERATIONS MEMORANDUM #24-03-01

SUBJECT: Revised Changes to the Supplemental Nutrition Assistance Program (SNAP) due to the end of the Unwinding of Continuous Coverage

TO: Executive Directors

FROM: Robert Hixson
Director
Bureau of Operations

PURPOSE

To inform County Assistance Offices (CAOs) about the changes to SNAP due to the expiration of allowable administrative waivers. Two waivers are ending while one has been extended. These changes are effective April 1, 2024.

BACKGROUND/DISCUSSION

Previously, Operations Memorandum (Ops Memo) 23-04-02 outlined waivers that had been approved by the United States Department of Agriculture's Food and Nutrition Service through March 31, 2024. These waivers allowed Pennsylvania to:

- Waive the requirements that an interview be completed before issuing Expedited SNAP, ongoing SNAP at application, or at renewal.
- Provide alternate procedures when a change of address is reported.
- Waive the audio recording requirements for a telephonic signature.

Status of Waiver of Interview at Initial and/or Recertification Application – This waiver has been extended and is ending effective June 30, 2024.

Beginning July 1, 2024, interviews will need to be completed before issuing expedited SNAP benefits or ongoing SNAP benefits and during SNAP renewals. Refer to the SNAP Handbook for processing procedures.

Status of Alternate Procedures When Change of Address is Reported – This waiver is ending effective March 31, 2024.

Beginning April 1, 2024, when a change of address is reported the CAO will update the address and complete appropriate actions necessary because of the reported change of address. The CAO will need to send a PA 253 requesting updated shelter and utility expenses for the new address for SNAP if they were not already provided. If the household fails to respond, the CAO should remove the shelter and utility expenses and review these at the next Semi-Annual Reporting (SAR) or renewal, or whenever the household provides the shelter and utility costs. If the reported shelter and utility expenses are not questionable, the household's statement may be accepted as verification.

Status of Waiver of the Telephonic Interview Audio Recording – This waiver has been extended.

The waiver for SNAP audio recording requirements for a telephonic signature remains in place until **March 31, 2028** ~~March 31, 2026~~. This waiver allows the CAO to collect a telephonic signature verbally without the requirement to create and store an audio recording of the client's attestation. If a client submits an application or renewal without completed questions, or their signature, the CAO can receive a client's verbal attestation of this information, including the client's signature, over the phone. The CAO will document the verbal attestation in the case narrative to show that the client verbally has signed the application, renewal, or SAR. The narrative should state the following:

"[Client's name] has verbally signed the application or renewal and verbally attested to the following information..."

The CAO needs to provide applicants and recipients a copy of any information to which they are verbally attesting. If the household failed to sign the application entirely, and the household is verbally attesting to information on the application or renewal that was not originally on the form, the CAO will need to send the client a copy of the completed application, allowing the client the opportunity to correct any errors or omissions. If the only thing pending is the client's signature on the Rights and Responsibilities page of the application or renewal, the CAO will need to ensure the client is sent a copy of their Rights and Responsibilities.

NOTE: With the posting of this OPS Memo, OPS 23-04-02 becomes obsolete on July 1, 2024.

NEXT STEPS

1. Share and review this information with appropriate staff members.
2. Direct questions regarding this Ops Memo to your Area Manager.
3. This Ops Memo is in effect until March 31, **2028** ~~2026~~.