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To: All Supplemental Nutrition Assistance Program (SNAP) Manual Holders

From: Tammy Poppe, SNAP Policy Specialist
Policy and Systems Bureau, Central Office

Subject: SNAP Bulletin 102

Please place this bulletin at the beginning of section SNAP 103-1 and 1502-1.

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- SECTIONS:** Application Processing and Case Management
- SUBJECTS:** Application Filing/Interview Process and Recertification
- REFERENCES:** 7 CFR 273.2(e)(1), 273.2(e)(2), and 273.14(b)(3)
- EFFECTIVE DATE:** New applications received on or after January 1, 2014 and recertification interviews scheduled in January for February benefits.
- INTRODUCTION:** The Food and Nutrition Service approved a waiver allowing phone interviews in lieu of in-person interviews at both initial certification and recertification without documenting the hardship reason for the phone interview.
- POLICY CHANGE:** Phone interviews are scheduled in place of in-person interviews at both initial certification and recertification without documenting the hardship reason for the phone interview. In-person interviews are conducted if it is determined appropriate or if an applicant requests one.
- BUSINESS PROCESS:** **Initial Application Interview**
- If an initial application is walked in or dropped off, conduct interview if possible. If an applicant cannot stay for the interview or it is not possible to interview the applicant, schedule a phone interview. The Client Service Coordinator (CSC) calls the applicant at the scheduled date and time of the interview. If the CSC is unable to reach applicant, the

CSC makes at least one additional attempt to call the applicant within a reasonable time frame. If the CSC is unable to reach applicant, the CSC sends the notice of missed interview to the applicant and documents the attempted phone calls and the missed interview in case notes.

If it is determined appropriate or applicant requests an in-person interview, schedule an in-person interview. If applicant does not show for the interview, the CSC sends the notice of missed interview to the applicant and documents the missed interview in case notes.

If an initial application is received online, by mail or fax, schedule a phone interview. The CSC calls the applicant at the scheduled date and time of the interview. If the CSC is unable to reach applicant, the CSC makes at least one additional attempt to call the applicant within a reasonable time frame. If the CSC is unable to reach applicant, the CSC sends the notice of missed interview to the applicant and documents the attempted phone calls and missed interview in case notes.

If there is not a phone number listed on the application, schedule an in-person interview. If applicant does not show for the interview, the CSC sends the notice of missed interview to the applicant and documents the missed interview in case notes.

Recertification

The CSC schedules a phone interview for recertification. The CSC calls applicant at the scheduled date and time of the interview. If the CSC is unable to reach applicant, the CSC makes at least one additional attempt to call the applicant within a reasonable time frame. If the CSC is unable to reach applicant, the CSC sends the notice of missed interview to the applicant and documents the attempted phone calls and missed interview in case notes.

If determined appropriate or applicant requests an in-person interview, schedule an in-person interview. If applicant does not show for the interview, the CSC sends the notice of missed interview to the applicant and documents the missed interview in case notes.