

FAMILY INVESTMENT ADMINISTRATION

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| Policy Number: | 25-08 |
| Policy Title: | Discontinuation of Interview Waiver |
| Release Date: | January 27, 2025 |
| Effective Date: | Immediately upon release. |
| Approved By: | Augustin Ntabaganyimana Executive Director Family Investment Administration |
| Revision Date(s): | Not applicable. |
| Supersedes: | AT 24-25 Interview Waiver |
| Originating Office: | Office of Programs fia.policy@maryland.gov |
| Summary of Change: | DHS will resume the federal requirement to interview applicants and participants who certify for select program benefits. |
| Required Actions: | Case managers must resume interviews for applications and redeterminations within the established timeframes. |
| Key Words: | Resume interviews, intake, applications, redeterminations, appointment scheduling, QLess |
| Related Federal Law | 7 CFR 273.2(e) |
| Related State Laws | Not Applicable |
| COMAR | Not Applicable |
| State Plan Implications? | Yes |



Maryland
Department of
Human Services

Department of Human Services
25 S Charles Street
Baltimore MD 21201

**FAMILY INVESTMENT
ADMINISTRATION (FIA)
ACTION TRANSMITTAL**

Control Number: # 25-08

Effective Date: Immediately Upon Receipt

Issuance Date: January 27, 2025

**TO: LOCAL DEPARTMENTS OF SOCIAL SERVICES (LDSS)
DIRECTORS, LDSS DEPUTY/ASSISTANT DIRECTORS FOR
FAMILY INVESTMENT, FAMILY INVESTMENT SUPERVISORS
AND ELIGIBILITY STAFF**

FROM: AUGUSTIN NTABAGANYIMANA, EXECUTIVE DIRECTOR

RE: DISCONTINUATION OF INTERVIEW WAIVER

**PROGRAM IMPACTED: SUPPLEMENTAL NUTRITION ASSISTANCE
PROGRAM (SNAP), TEMPORARY CASH ASSISTANCE
(TCA), TEMPORARY DISABILITY ASSISTANCE
PROGRAM (TDAP), PUBLIC ASSISTANCE TO
ADULTS (PAA)**

ORIGINATING OFFICE: OFFICE OF PROGRAMS

Summary

This Action Transmittal addresses discontinuing the Interview Waiver for SNAP applications and recertifications. Effective June 1, 2024, the [federal requirements](#) to conduct certification interviews for applicants and recertifications were waived through October 31, 2024. The federal waiver was granted to enable Maryland to mitigate the challenges of meeting SNAP requirements due to the end of the national COVID-19 public health emergency.

Updated November 4, 2024, Replaces 24-25 AT Interview Waiver

Required Action

Applications

Effective November 1, 2024, certification interviews are required for all Supplemental Nutrition Assistance Program (SNAP) and Cash program applications, including expedited SNAP benefits. Interviews must be conducted for all applications received on or after November 1, 2024. Benefits cannot be issued without an interview.

Recertifications

Certification interviews must be conducted to complete recertifications when the recertification period ends on or after December 31, 2024. Interviews are not required for recertifications when the recertification period ends on or before November 30, 2024. Customers must submit completed redetermination packets along with the required verifications. Benefits cannot be issued unless all requirements for recertification are met, including a certification interview.

Expedited SNAP

- A. All SNAP applications must be screened for potential expeditability within 24 hours of receipt by the agency. (Best Practice is to use the [Expedited SNAP Calculator](#) screening tool and upload to Case Documents).
- B. For potentially expeditable applications, a Best Practice is to attempt a cold call to the customer using the contact information provided on the application. (The call DOES NOT take the place of an interview appointment if the cold call is not successful.)
- C. If a call is not made or is unsuccessful and the customer has not scheduled their own appointment using the QLess system, a case manager must schedule an interview appointment for a date within five (5) days of the application date. The timeline provides customers an opportunity to interview and participate before the seventh (7th) calendar day of the month.

Updated November 4, 2024, Replaces 24-25 AT Interview Waiver

- a. If the customer fails to adhere to this appointment, it is considered “Missed” and a Notice of Missed Interview (NOMI) will be system-generated and sent to the customer.
 - b. If the interview is completed and the case manager does not update the appointment status in the appointment scheduler to reflect that, E&E will consider the appointment missed and will send a NOMI letter.
- D. An interview MUST be completed before expedited SNAP benefits are issued. If a household does not complete an interview by the 7th day (the date of application is Day 0), E&E will automatically deny XSNAP on the 7th day. The customer’s regular SNAP application will remain pending.

Appointment Scheduling

Local offices must use QLess, an innovative scheduling tool designed to assist external and internal customers with scheduling appointments. Customers and case managers now have the ability to schedule or reschedule an interview for intake/applications and redeterminations.

More information about QLess is forthcoming.

Resources

E&E How-to-Guide: QLess Manage Appointments on the Consumer Portal
E&E How-to-Guide: QLess Schedule an Appointment in the Worker Portal
SNAP Manual Section 401 Expedited Services
SNAP Manual 402 Interviews

Inquiries

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#). Montgomery County staff may submit their policy questions via email at fia.policy@maryland.gov. For questions related to E&E, please email fia.bsdm@maryland.gov.

cc: DHS Executive Staff
FIA Management Staff
DHS Help Desk
Constituent Services
Office of Administrative Hearings