
 <p><b>DHS</b> MARYLAND DEPARTMENT OF HUMAN SERVICES Department of Human Services 311 West Saratoga Street Baltimore MD 21201</p>	<p><b>FIA ACTION TRANSMITTAL</b></p>
<p><b>Control Number: #22-20</b></p>	<p><b>Effective Date: April 1, 2022</b> <b>Issuance Date: April 14, 2022</b></p>

*(Revised text appears in bold and italics)*

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

**FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR** 

**RE: POSTPONED EXPEDITED INTERVIEW WAIVER  
THROUGH JUNE 30, 2022**

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

**ORIGINATING OFFICE: OFFICE OF OPERATIONS**

**SUMMARY**

The Family Investment Administration (FIA) has secured a waiver to continue to waive interviews for expedited SNAP applications, providing identity has been verified. This waiver is in effect until June 30, 2022.

The purpose of this Action Transmittal is to extend the Postponed Expedited Interview Waiver portion of the 22-11 Revised AT Revised-AT Discontinuation-of-Interview-Waiver.

**Interviews are required for regular (non-expedited) SNAP applications as well as TCA and TDAP applications.**

Case Managers must complete an interview prior to issuing ongoing SNAP (*excluding Expedited SNAP through June 30, 2022*), CASH, and PAA applications. Interviews must be scheduled in the Eligibility & Enrollment (E&E) system.

Reference: AT #21-05 “Using Telephone Interviews As The Preferred Interview Method”.

### **Expedited SNAP**

Effective January 1, 2022, Maryland can continue to postpone the required interview prior to issuing expedited SNAP benefits through June 30, 2022. All other expedited criteria and processing procedures still apply.

*Case Managers will not require households eligible for expedited service to complete an interview prior to approval, provided identity has been verified and an attempt was made to contact the household for an interview.*

*\*Note: Case Managers must validate the attempt with narration and timely action by jurisdiction.*

Case Managers are expected to review each SNAP application the agency receives within 24 hours of receipt and confirm if the customer meets the expedited criteria. If the expedited criteria are met, the Case Managers must process the application and ensure the SNAP benefits are made available to the customer’s EBT card on or before the 7th day. If the expedited criteria are not met, the SNAP application will remain pending until mandatory verifications are received on or before the 30th day of the application.

### **POLICY HIGHLIGHTS:**

*From January through June 30, 2022, interviews do not have to be completed prior to issuing expedited benefits, provided identity has been verified and an attempt was made to contact the household for an interview.*

- Through June 30, 2022, if a household does not complete the interview by the 7th calendar day, the benefits can be issued within the established expedited service time frames *as long as an interview was attempted, and identity verified. The Expedited SNAP must be processed timely.* The application for ongoing benefits must be processed within the normal 30 days of the date of application, in accordance with 7 CFR 273.2 (FNS- GD- 2006-011).
  - There are future enhancements to correct the E&E identified resource policy-related discrepancies.
- Through June 30, 2022, the case manager must make every attempt (i.e., call the customer and leave a voice message at the number provided) to complete the interview prior to the 6th day if identity needs to be verified.
  - In addition, to a phone call, an email can be sent to the customer to obtain the

customers availability within the expedited frame - this is a best practice, not a regulatory requirement.

- The appointment should be scheduled for ongoing benefits no later than the **tenth day prior to the 30th day of the application**. Interviews must be scheduled using the Eligibility & Enrollment (E&E) system. Appointment notices must go out by mail. Customers who apply for benefits using the consumer portal (i.e. myMDTHINK) will also receive an email alert regarding the appointment notification by mail, an alert within the consumer portal and a direct email to the email address used to create the account. Case managers must take into account holidays and weekends when scheduling appointments. For expedited cases, if the seventh calendar day falls on a weekend or holiday, the application must be processed **before** the holiday or weekend.

Contact the customer via telephone to conduct the interview. If no telephone number is provided on the application, when scheduling the interview, the interview method should be in person.

- The appointment notice displays the DHS Call Center number 1-800-332-6347 as the preferred way for a customer to communicate with the LDSS if they missed an interview or need to reschedule an appointment.

Note: For shelter and dependent care deductions to continue past the expedited month(s) the household will need to provide verification. If the household fails to do so, remove the deductions the second month. ***The system will take this action if the shelter expense is properly coded as not verified.***

Reference: AT: #20-13 (Revised) “Verification For Shelter And Dependent Care Expenses”; SNAP manual section 212 Deductions.

**REMINDER:** The only mandatory verification for the expedited processing timeframe is proof of identity. Upon secondary screening or interview, if it is discovered the household now meets the expedited processing criteria due to a change in their circumstances (as of the date of discovery), the date the case manager discovers the household is eligible for expedited processes is counted as day one of the seven calendar days expedited processing timeframe.

To ensure the agency meets the “opportunity to participate” time frame, be sure to inquire during the interview whether or not the customer has access to a previous EBT card or is in need of a new EBT card.

Obsolete: 21-08-Discontinuation-of-the-Postponed-Expedited-Services-combined

### **INQUIRIES:**

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) found on Knowledge Base or via email at [fia.policy@maryland.gov](mailto:fia.policy@maryland.gov) for Montgomery County only.

For systems questions, please email [fia.bsdm@maryland.gov](mailto:fia.bsdm@maryland.gov).

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