 <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: #22-11(Revised)</b></p>	<p><b>Effective Date: January 1, 2022</b> <b>Issuance Date: January 10, 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: DISCONTINUATION OF INTERVIEW WAIVERS**

**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 OPERATIONS**

**SUMMARY**

*Interviews are not required for recertifications ending January 31, 2022 through March 31, 2022. Customers must submit completed redetermination packets along with the required verifications to meet program requirements.*

*Interviews do not have to be completed prior to issuing expedited SNAP benefits, provided identity has been verified and an attempt is made to contact the household for an interview for applications filed in January, February, and March 2022.*

*Interviews for ongoing SNAP and Cash programs that require interviews are required prior to the issuance of benefits.*

Effective January 1, 2022, interviews will be required for all Supplemental Nutrition Assistance Program (SNAP) and Cash applications, ***excluding the issuance of expedited SNAP benefits through March 31, 2022***. For applications received on and or after January 1, 2022, an interview must be completed prior to the issuance of ***ongoing benefits***. ***Interviews are not required for recertifications ending January 31, 2022 through March 31, 2022***.

During the pandemic, the Maryland Department of Human Services Family Investment Administration (DHS/FIA) exercised Interview Waivers authorized by federal laws and flexibilities tied to the State-issued emergency declaration. The Maryland State of Emergency (SOE) ended August 15, 2021, as a result the Interview Waivers ended December 31, 2021.

Case Managers must complete an interview prior to issuing ***ongoing*** SNAP (***excluding Expedited SNAP through March 31, 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 SNAP expedited benefits through March 31, 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 through March 31, 2022***.

***\*Note: Case Managers Workers 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.

Reference: SNAP Manual Section 401.2 Expedited Service Criteria

### **POLICY HIGHLIGHTS:**

***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 for January, February, and March 2022.***

- If a household does not complete the interview by the 7th calendar day, the benefits **can be issued through March 31, 2022** 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 must be processed within the normal 30 days of the date of application, in accordance with 7 CFR 273.2 (FNS- GD- 2006-011) of the rules.
  - There are future enhancements to correct the E&E identified resource policy related discrepancies.
- 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 through March 31, 2022 if identity needs to be verified.
  - Best practice: In addition, to a phone call an email can be sent to the customer to obtain the customers availability within the expedited frame.
- 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. (E&E) system. Notices must go out by mail.
  - Customers who apply for benefits using the consumer portal (i.e myMDTHINK) will receive their appointment notification via the mail, an alert within the consumer portal and a direct email to the email used to create the account.
    - Reference: IM: #22-08 “Redetermination Processes And Interviews In The Eligibility And Enrollment (E&E) System”.
  - Customers who apply using a paper application will receive notification via mail. However, as best practice, if an email is provided by the customer, please use it to inform the customer of their upcoming scheduled appointment date and time.
- Case managers must take into account holidays and weekends. Therefore, 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 the interview method should be in person when scheduling the interview.
- The appointment notice will display 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 (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. ***No interview required for expedited processing through March 31, 2022.***

**Application Missed Interview:**

***No interview is required for expedited processing through March 31, 2022. The interview is not missed. Therefore, there is no coding required.***

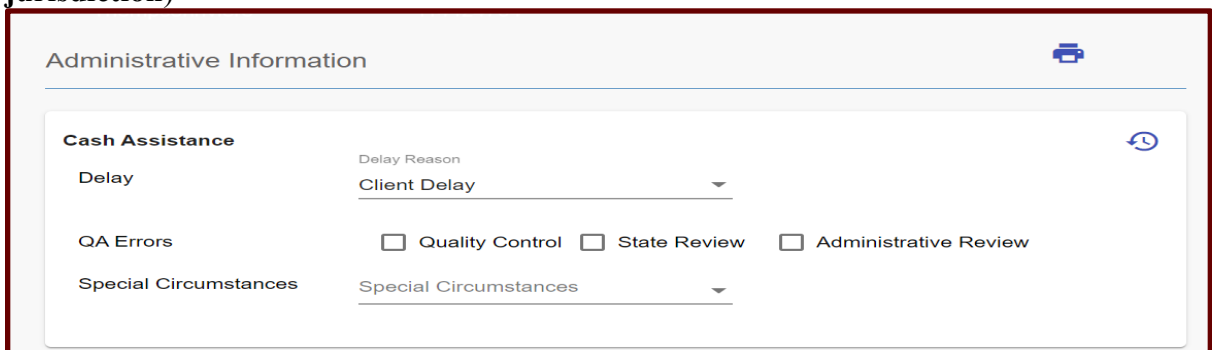
***NOTE: Be sure to narrate the date and time when the interview was attempted and unable to be completed. Be sure to schedule an interview for the determination of ongoing SNAP benefits.***

The interview must be completed before **ongoing** SNAP or Cash benefits can be issued. If a customer fails to complete the interview process, the case manager must:

1. Code the Interview as Missed
2. Preview and confirm a system generated NOMI is regenerated by the system
3. Narrate all the case management actions completed
4. Code the case as a Client Delay or Agency Delay, whichever applies

Code missed appointments appropriately as either Client Delay or Agency Delay:

- Administrative Information - failure to code an untimely case defaults to AD (non-Agency Delay coding **must be valid and supported by narration and timely action by jurisdiction**)



- Confirm Eligibility

Eligibility Review			
Individual Assistance			
Eligibility History			
Determine Eligibility			
Redetermination History			
Eligibility Details			
Works			
Client Correspondence			
BENEFIT MONTH: 12/2021		Pass	
Program Eligibility	Financial Eligibility	Recoupment Details	
Program Details	Program Type	Benefit Group	RMP Indicator
	NPA-FS (FS)	SNAP	N/A
Status	Eligibility Status	Status Date	Application Date
	Pass	09/04/2021	12/07/2020
	Non Financial Status	Financial Status	Resource Status
	Pass	Pass	Pass
	Program Begin Date	Program End Date	Household Size
	12/07/2020	-	2
	Categorically Eligible		
	F		
Eligibility Reasons	Reason 1		
	460_Approved For SNAP		
Redetermination	Redetermination Due Date		
	05/31/2022		
Simplified Reporting Date	Simplified Reporting Date		
	11/30/2021		

- Verifying change in case status - Application Status reports update every 3 hours. (Supervisor)

Reference: IM: #22-08 “Redetermination Processes And Interviews In The Eligibility & Enrollment (in E&E) System”

Do not delay processing an application or redetermination for non mandatory verifications. Once the 1052 has been sent and the customer does not return non mandatory verifications, please process the case and mark the non mandatory verifications as not verified.

Example: Application received January 3, 2022. Interview conducted January 5, 2022. At the time of application the customer's identity and citizenship had previously been verified. The customer submitted income verification with the application and or redetermination application. The customer discloses they pay shelter expenses and child care. The customer is provided a 1052 (*Case managers must use system generated notice of request for information (i.e. 1052) which will give the customer 10 calendar days to return the verifications*) for the deductions. On January 15, 2022, the case was reviewed to determine if the verification of the deductions were received. No verification of the deductions found. All the mandatory verifications were received and the customer was given 10 days to return the deduction verification. *The case should be processed immediately, marking the non mandatory deductions as unverified.*

Reference: SNAP Verification Reference Chart issued with AT# 20-13; IM: 21-21 Mandatory Verification Matrix

**Action Required:** How to Schedule an Interview

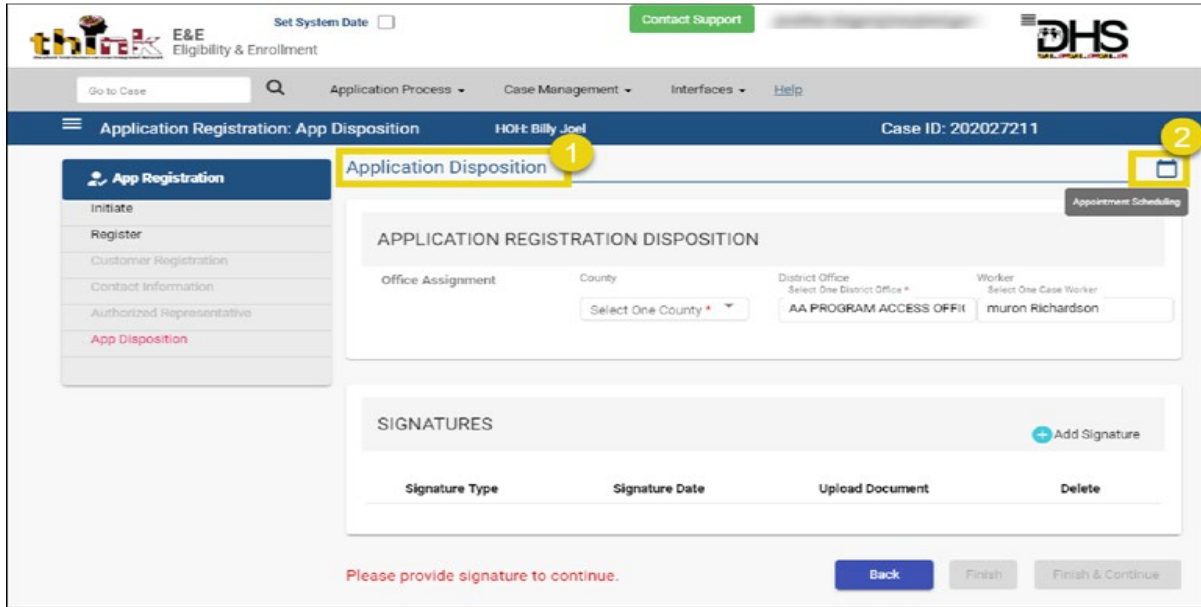
There are two methods that a case manager can schedule an interview from the Application Disposition screen and/or from the Taskbar once the application registration is completed. The first method is used only for new application interviews as redetermination applications are

automatically scheduled. The second method may be used for both application and redetermination interviews when a case manager wants to update a missed interview or when rescheduling an interview.

**Method 1:** From the Application Disposition Screen

After the application has been registered, E&E will take you to an Application Disposition screen with a schedule book on the right-hand side.

**Screenshot #1**



The schedule window will appear, and you will select the programs that are needed for the interview. The interview should cover all programs that the customer has applied to for assistance. The case manager will select the date and whether a telephone or in person (i.e face to face) interview is being scheduled. A telephone interview is always the preferred method unless a face-to-face interview has been requested by the customer.

## Screenshot #2

The screenshot shows the 'SCHEDULE APPOINTMENT' form. At the top, there is a header 'SCHEDULE APPOINTMENT' with a yellow callout '1'. Below it, the 'Scheduled Time: -' field is empty. The 'Program Details' section includes checkboxes for 'SNAP' and 'Cash', both of which are checked, with a yellow callout '2'. The 'Interview Details' section contains an 'Interview Date \*' field with the value '3/23/2020' and a calendar icon, with a yellow callout '3'. Below it is an 'Interview Type \*' dropdown menu with 'In Person' selected, with a yellow callout '4'. To the right of the date field is a pink 'Check Availability' button with a yellow callout '5'. At the bottom, there is a 'Missed Interview' dropdown menu with 'Select' chosen. The form has a 'Discard' button on the bottom left and a 'Save & Close' button on the bottom right.

Available time slots will be displayed in two-hour increments in the scheduling feature. The How-to Guide in E&E (also attached below) has not been updated to reflect the two-hour increments for scheduling, but the system has been updated to two-hour increments. The two-hour increments will be every 30 minutes, ex: 8:30-10:30, 9:00-11:00, 9:30-11:30, etc. based on the local office capacity according to E&E logic at this time. Once a local has reached its capacity during a certain date and time frame, the local office will not be able to schedule any more interviews for it, unless a ticket is submitted.

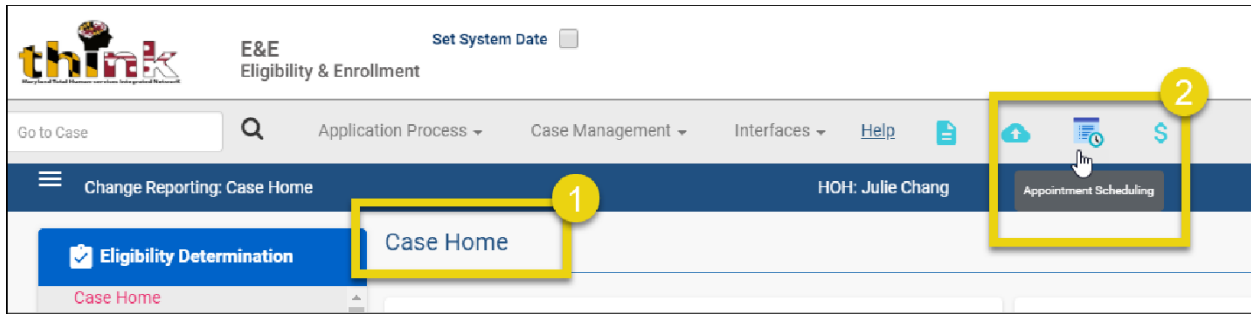
## Screenshot #3

The screenshot shows the 'SCHEDULE APPOINTMENT' form with the 'Available Time Slots' dropdown menu open. The menu lists time slots in two-hour increments: 08:30:00-09:00:00, 09:00:00-09:30:00, 09:30:00-10:00:00, 10:00:00-10:30:00, 10:30:00-11:00:00, and 11:00:00-11:30:00. A yellow callout '1' points to the dropdown menu. The 'Check Availability' button is visible to the right. At the bottom right, there is a pink 'Save & Close' button with a yellow callout '2'. The 'Discard' button is on the bottom left.

### **Method 2:** From the E&E Taskbar

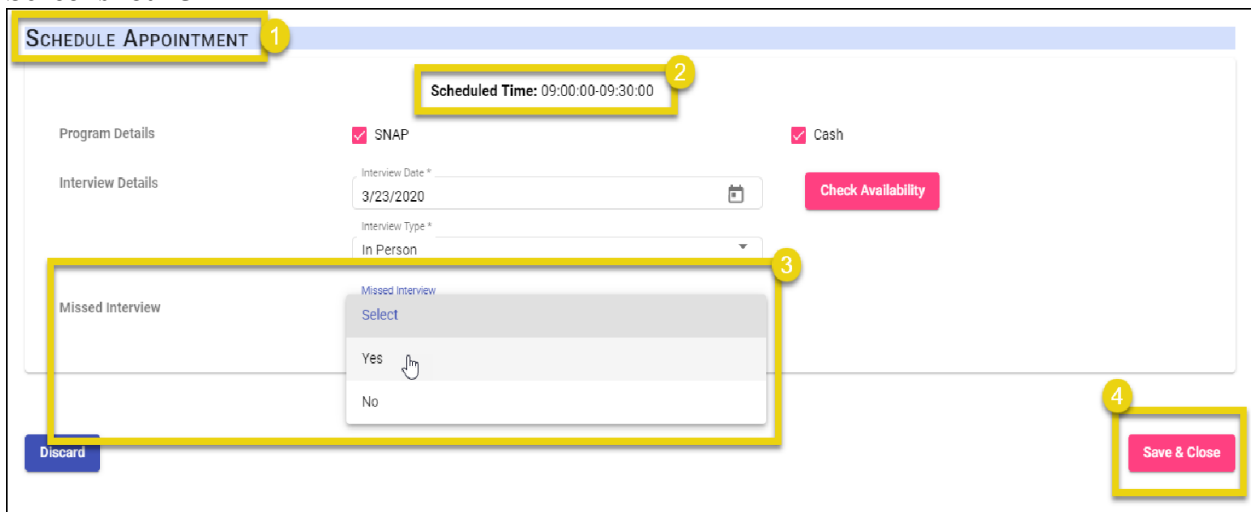
Method 2 can be utilized in rescheduling and updating appointments for both applications, and redeterminations. On the E&E Eligibility and Enrollment Worker Taskbar, enter the desired case ID and hit the magnifying glass. Once you are in Case Home, hit the Appointment Scheduling feature pictured on the top right.

## Screenshot #4



The same scheduling process will need to be conducted as in screens #2 and #3 described above in method #1 after this screen. After hitting save and close in screen #3, the Schedule Appointment window will reflect the scheduled time. Here, the case manager will update if the interview was a missed interview.

## Screenshot #5



This window will also display a history of interviews with appointment details.



## Screenshot #6

**SCHEDULE APPOINTMENT** 1

Scheduled Time: 09:00:00-09:30:00

Program Details  SNAP  Cash

Interview Details

Interview Date \* 3/26/2020

Available Time Slots \* 10:00:00-10:30:00 Interview Type \* In Person

Missed Interview Select

History of Appointments:

Program Name	Interview Date	Interview Time	Missed Interview
SNAP	03/23/2020	09:00:00-09:30:00	
Cash			

## Redetermination Interviews

**No interview is required for redeterminations for January through March 31, 2022.**

Effective for Redeterminations due in April 2022, Redetermination Interviews will automatically be scheduled within the E&E system. The interview notice will go out with the redetermination packets.

Missed Interviews effective for Redeterminations due in April 2022

- If the customer submits their redetermination packet but fails to be available for the scheduled interview, the interview will be considered as Missed.
- If the interview is missed, the caseworker will update the Interview Status from “Scheduled” to “Missed” via the Scheduled Appointment Section.

Notice: E&E will generate a Notice of Missed Interview (NOMI) at the end of the business day.

- If the customer does not turn in their redetermination packet prior to or on the day of their interview date, then that interview is not considered missed. Leave the interview indicator as scheduled. The customer will be mailed a Notice of Adverse Action that will be triggered on or around the 16th.

Reference: IM: #22-08 Redetermination Processing in E&E

## ATTACHMENTS

[How to Guide: Schedule an Interview](#)

SNAP Manual Section 401 Screening for Expedited Services

**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