



## Question & Answer

### SNAP: Interview Waiver Webinar

This Q&A is designed to provide information regarding the temporary waiver of the SNAP interview requirement during the COVID-19 Pandemic.

Question	Answer
<i>Will there be a report sent for the NOMI cases that need to be reopened?</i>	Yes, this is something that we are working on at CDHS. A report will be issued to identify all cases that could potentially be eligible for the look-back period. We will sort them out by county and distribute them as soon as possible.
<i>With the 60-day denial, does that mean we go back to the ones denied from Feb 1st to the present time and reopen the case? Or is it only the ones for missed interviews?</i>	The 60-day look back period is only for those cases that were denied for <u>failure to attend a scheduled interview</u> .
<i>If the client is a minor will contact need to be made to determine if they are living, will parents need to be added? Or will the temporary process need to be followed?</i>	The Food Assistance (FA) rules around mandatory household members have not changed. If you find any information that the client provides on the application to be questionable, it is important to reach out to the client. If client contact cannot be completed, then a VCL should be sent. If you have a specific circumstance and you are unsure how to proceed, please email <a href="mailto:CDHS_SNAP_Team@state.co.us">CDHS SNAP Team@state.co.us</a> .
<i>Due to all HH receiving full SNAP allotments. Will these maximums show in wrap up in CBMS?</i>	We are unsure how this will look, but our best guess is that the maximum will appear in the Thrifty Food plan box in Wrap-Up.
<i>What if someone applies from prison or jail and we have verified they are not eligible for SNAP based on that living situation?</i>	The Food Assistance (FA) rules have not changed around valid living arrangements. If you have a specific circumstance and you are unsure how to proceed, please email <a href="mailto:CDHS_SNAP_Team@state.co.us">CDHS SNAP Team@state.co.us</a> .
<i>Explain the look back for the RRRs that were denied for missed interviews?</i>	These RRRs will be identified in the forthcoming report that CDHS will issue.



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<i>What if the client was previously denied for a missed interview and would otherwise meet the criteria for the look-back period but they have since reapplied?</i>	If you encounter a case that fits this scenario, contact <a href="mailto:CDHS_SNAP_Team@state.co.us">CDHS SNAP Team@state.co.us</a> for guidance.
<i>Can you confirm that we should not attempt a cold call with the client for a SNAP interview for RRRs, they should be waived?</i>	This is correct. SNAP interviews are waived during this period.
<i>Will any application denied from 02/02/2020 to present for missed interviews need to be rescinded and processed?</i>	Yes, we are hoping to ease the burden of identifying those cases by issuing a report. The report is forthcoming. The 60-day look back period is for cases that have applied from 02/02/2020 forward.
<i>What month does the max allotment start and for how many months?</i>	Currently, the pay months of 03/2020 and 04/2020.
<i>Should we attempt contact to see if applicants have EBT cards?</i>	If you need to contact the client, ask them if they need an EBT card. If you do not need to contact the client, complete the EBT Card Referral form and send it to EBT staff. EBT staff will determine if a card needs to be mailed. A new card will be mailed if the client has never received a card or hasn't used an existing card within the last 60 days.
<i>If the case is rescinded after the 30th day of application it is considered late-is timeliness going to be waived if rescinded from the 31st-60th day?</i>	The case should be reopened and processed without the requirement of an interview. At this time, timeliness will not be waived, but CDHS is working to ensure that any untimely action during this period does not adversely affect the county.
<i>If a HH is over income in March, do we reopen them or deny them?</i>	The Food Assistance (FA) household should remain denied. This waiver only impacts FA households denied for failure to attend an interview.



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<i>Will the cases that are rescinded and the interview waived affect county timeliness data?</i>	Right now, there is no way for us to not have the case show as untimely. With that said, this is also a concern for CDHS. Counties should not fear being penalized for their timeliness during the pandemic. Rescinding cases and processing them is in the best interest of our community and our clients.
<i>Will CO be approved for disaster relief food assistance?</i>	No. The D-SNAP program can only be operated in specific situations, and this pandemic does not meet those criteria.
<i>Will PEAK have something communicating to clients to please provide as much as they can in the application so we can work the case without an interview?</i>	There are no plans to add communication to PEAK.
<i>Can this slide presentation be sent out today instead of next week?</i>	We will be sending out the presentation along with the Q&A once the webinar series has been completed.
<i>When a client does not answer the shelter questions on the application, should we be contacting them to try to get those details or should we just move on and not include shelter expenses at this time?</i>	For information that could increase the allotment (e.g. expenses and deductions), attempt client contact. If the client contact is not successful, send a VCL, but <u>do not deny the case</u> for failure to provide information like this that was not required for an eligibility determination. Process the case without those expenses and deductions.
<i>Is this guidance strictly for SNAP only?</i>	Yes.
<i>For scenario 3, do we need to complete an interview?</i>	No. The county will need to manually process these cases and waive the interview.



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<i>Are we saying we should not even try to complete an interview?</i>	Yes. Under this waiver, no SNAP interviews are required. If you do have contact with a client, please ask targeted questions.
<i>This is for April 1st and after, correct?</i>	New applications received on or after 04/01/2020 should receive this treatment. Some cases that have already been denied for a missed interview are eligible within a 60-day look-back period. Cases eligible for the look-back will be enumerated on a report that CDHS will issue in the near future.
<i>Should the statement of no interview due to the waiver be in its own case comment?</i>	This information can be included as a component of a longer case comment. A separate case comment template is not required.
<i>Is there a report we can look at that will outline every application with a missed SNAP interview?</i>	Yes. CDHS is generating a report to outline every case that could be eligible during the look-back period with a denial for failure to attend a SNAP interview. This could be a new application or RRR. That report will be distributed as soon as possible.
<i>With March since benefits have been issued will they get the full amount added with April's or beforehand?</i>	The supplements will be issued for both the 03/2020 pay month and the 04/2020 pay month in the week of April 6th.
<i>Do we need to change the interview screen from "Interview required: No" to "Interview required: Waived-COVID19" once the update has gone into place?</i>	No, we are not asking you to do that.
<i>How long is Colorado approved for this waiver?</i>	Right now, we are approved through 05/31/2020. It is not yet clear how long we will ask our Federal partners to extend this waiver.
<i>Do cash programs require an interview?</i>	Cash programs continue to require an interview. This guidance is for SNAP cases only.



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<i>Does everyone prior to April 1<sup>st</sup> require an interview?</i>	No, we are going to look back 60 days from the implementation date of 04/01/2020. Anyone who applied from 02/02/2020 to 03/31/2020 and has been denied for a missed interview is eligible for a waived interview. Those cases should be reopened, eligibility should be assessed, and the interview should be waived. Any application that is currently pending does not require an interview.
<i>How should case comments be completed due to the waiver of interviews?</i>	Recommended language is: “CO has implemented a waiver due to COVID-19 that allows the county to waive the mandatory interview for this household.”
<i>Is there a report that we can look at to see what SNAP applications were denied for no FA interview (from 02/05/2020)?</i>	Yes, CDHS will distribute a report in the near future.
<i>When clients are applying for other programs in addition to SNAP, such as CO Works or AND, will we just interview for those programs, but mark SNAP applications as FA interview not required?</i>	If the person is with you and completing an interview for another program, capture that an interview for SNAP occurred. As always, do not hold up SNAP benefits for any cash components.
<i>When taking client statement for income during this waiver period, how should we mark it verified so it does not create the VCL?</i>	Our recommendation is to use “Collateral Contact” and log detailed case comments.
<i>If we do need to ask these relevant questions to determine SNAP accurately, how would we do that without an interview if we are unable to reach the client?</i>	If you have something that cannot be resolved without an interview, attempt client contact. If that is unsuccessful, generate a VCL. It is okay to use VCLs to ask for clarification on expenses, deductions, etc., but ensure that a case is never denied for a household’s failure to return non-mandatory verifications.



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<i>What is your guidance on the RRRs that have been auto-processed and if the client still turns in an RRR to the county should we review to see if they have reported a HH composition change or changes of address and process those changes?</i>	For the auto-processed RRRs where the certification period was extended, if you receive the redetermination you will need to review it and process any changes as if it were a change report. CBMS will apply logic to determine if the change should affect benefits now or six months in the future at the new certification period.
<i>How should we report verification of income?</i>	If the verification of income was obtained by a source that will create a VCL (e.g. client statement or PPP), the recommendation is to choose a source within CBMS that will not send out a VCL (like collateral contact, paycheck stub, employer’s statement, etc.). As with all actions and data entry within CBMS, a detailed case comment should be entered with the information used to make an eligibility determination and why that source was chosen in CBMS to verify the income.
<i>When an application is received with only name, address and signature, how should we proceed?</i>	It is still the client’s right to complete the bare minimum on the application (name, address, and signature). We realize this will be uniquely challenging. If the applicant is already known to CBMS, use existing details about their email address and phone number to attempt client contact; additionally, use their SSN to query interfaces and gather as much data as you can. If the applicant is unknown to CBMS and does not provide any information at all on the application, please contact <a href="mailto:CDHS_SNAP_Team@state.co.us">CDHS_SNAP_Team@state.co.us</a> for guidance on how to proceed.
<i>Will supervisors be aware of which applications and RRRs will need to be rescinded that fall within the 60-day look back period?</i>	A report will be generated with details about both the applications and the RRRs that are eligible for the look-back period. How it is distributed is up to the county’s internal process.



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### More Questions? Email us:

SNAP Policy: [cdhs\\_snap\\_team@state.co.us](mailto:cdhs_snap_team@state.co.us)

Cash Policy: [cdhs\\_emplbendiv@state.co.us](mailto:cdhs_emplbendiv@state.co.us)

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