



*Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Transitional Assistance*


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Commissioner

**Online Guide Transmittal 2021-37  
May 13, 2021**

**To: Department of Transitional Assistance Staff**  
**From:**  **Sarah Stuart, Associate Commissioner for Change Management**  
**Re: COVID-19: SNAP Application Interview Waiver and Streamlined Application Workflow**

**Overview**

Under the Continuing Resolution Bill, the Food and Nutrition Service (FNS) has waived the interview requirement for SNAP applications that meet certain criteria. The Department originally detailed this waiver in Online Guide Transmittal (OLGT) [2020-68](#). **This waiver will remain in effect until further notice.**

To support staff for the duration of this interview waiver, the Department is enacting various system enhancements for applications, including:

- a new streamlined application workflow that requires staff to review and/or edit fewer BEACON pages before wrapping up the case;
- the temporary deactivation of the Q and A Navigators that are normally part of the application workflow; and
- the restoration of the automatic denial for Failure to Complete the FS Application Process.

Additionally, the Department has transferred the **application**-related content of OLG 2020-68 into a new page in the COVID-19 book: SNAP Application Interview Waiver. This new page includes some modifications to the SNAP application procedures originally detailed in OLG 2020-68.

Information regarding the **recertification** interview waiver will be placed into the COVID-19 Book in a future Online Guide update. At that time, the Department will fully obsolete prior OLGs regarding SNAP application and recertification waivers.

**Purpose**

The purpose of this Online Guide Transmittal is to advise staff of the system enhancements related to the FNS waiver for SNAP interviews, and the corresponding updates to the Online Guide.

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**New Online  
Guide Pages**

<b>Topic:</b>	COVID-19
<b>Page:</b>	SNAP Application Interview Waiver

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**Questions**

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to DTA.Procedural Issues.

Systems issues should be directed to the Systems Support Help Desk.

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