



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

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**Online Guide Transmittal 2022-31
April 22, 2022**

To: Department of Transitional Assistance Staff
From:  **Sarah Stuart, Associate Commissioner for Change Management**
Re: SNAP: Application Interview Waiver Guidance - Additional Pages Updated and Clarifications Provided

Overview

Additional pages in the Online Guide have been modified to reflect the updated interview procedures outlined in [Transmittal 2022-15](#). Staff are reminded that if a SNAP application requires an interview, staff must **not** send a VC-1 before the scheduled interview occurs.

Furthermore, the SNAP Application Interview Waiver page in the Online Guide has been updated with the **following clarifications**:

- If staff schedule a SNAP application interview due to missing mandatory verification/information but the household subsequently provides the mandatory verification/information before the scheduled interview, staff must cancel the interview and process the case following the COVID-19 procedures for waived interviews.
- If a SNAP application requires an interview and staff are not issuing expedited benefits, then staff must **not** complete the workflow beyond the Request for Assistance page until the interview occurs.
- If staff are issuing expedited benefits, staff must complete the entire workflow before the interview occurs. At this point, staff must code Interview Held as “No” with the reason “COVID-19 Interview Waived.”

**Overview
(Continued)**

- If the only missing verification is information that can be verified via SVES, you must run an SVES. If the overnight SVES provides the necessary information, the client is not required to complete an interview.
- If the client qualifies for expedited benefits but their identity is not verified, you must run an overnight SVES to verify the client's identity. Pending the return of the SVES, you must temporarily remove the Immediate Needs request to prevent BEACON from auto-generating the VC-1.
- If a client indicates that they have a disability, staff must cold call them to explore whether an ADA accommodation is necessary, even if they are waived from the application interview.
- If the application is from a Cuban/Haitian or Afghan noncitizen, staff must cold call them to establish contact with the client to explain critical next steps pertaining to the SNAP application.

IMPORTANT: These revised waiver procedures only apply to SNAP applications. **The waiver procedures for SNAP recertifications have not changed.**

Purpose

The purpose of this Online Guide Transmittal is to advise staff of:

- updates to additional pages in the Online Guide that now reflect the recent SNAP application interview waiver changes; and
- clarifications to address previously unstated guidance.

**Revised Online
Guide Pages**

Topic: COVID-19
Page: Processing Cases with Paid Family and Medical Leave Income

Topic: COVID-19
Page: SNAP Application Interview Waiver

Topic: COVID-19
Page: Temporary COVID-19 Verification Procedures

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.
