



Department of Human Services  
311 West Saratoga Street  
Baltimore MD 21201

**FIA INFORMATION MEMO**

**Control Number: #23-11**

**Effective Date: April 1, 2023**

**Issuance Date: March 31, 2023**

**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: EXTENSION OF INTERVIEW WAIVER FOR EXPEDITED  
SNAP APPLICATIONS THROUGH JUNE 30, 2023**

**PROGRAM IMPACTED: SUPPLEMENTAL NUTRITION ASSISTANCE  
PROGRAM (SNAP)**

**ORIGINATING OFFICE: OFFICE OF OPERATIONS**

**SUMMARY**

The interview waiver for Expedited applications will remain in effect until June 30, 2023. Case Managers will continue to postpone interviews for SNAP applications that meet the expedite processing criteria when the client’s identity has been verified and an interview attempt has been made.

This IM revises the waiver timeline outlined in the Postponed Expedited Interview Waiver portion of the [AT: 23-04-Extension Of Interview Waiver for Expedited SNAP Applications Through 03.31.2023](#).

Households eligible for XSNAP benefits may be approved without an interview only when the following two requirements have been met:

- The Client's identity has been verified.
- The Case Manager has made an attempt to contact the client.

## **REQUIREMENTS:**

1. Case Managers must narrate the timely attempt to contact the client, including the date and time of the attempt.
2. The client must complete an interview in order to receive ongoing benefits. Therefore, the Case Manager must schedule an interview in a timely manner.
3. Case Managers must update the Eligibility and Enrollment (E&E) systems with the information found on the application, including but not limited to updating addresses, telephone numbers, and email addresses prior to setting the appointment.\*

\*Clients with email addresses inputted on the “Contact Information” screen in E&E will get a courtesy email with the interview date and time.

Case Managers are expected to review each SNAP application within 24 hours of receipt and confirm if the customer meets the expedited criteria.

If the expedite criteria is met, the Case Managers must:

- **Process the application and ensure the SNAP benefits are made available to the customer’s EBT card by the 7th day following the application date.**
  - Reminder: The client's identity must be verified, and the Case Manager has made an attempt to contact the client prior to processing the expedited application.

If the expedited criteria are not met, the Case Manager must:

- Deny the XSNAP track.
- Allow the SNAP track to remain pending until the interview is completed, and the mandatory verifications are received on or before the 30th day of the application.
  - Reminder: If the interview is not completed by or on the 30th day and updated as completed in the Interview Scheduler, the E&E system will deny the application for failure to complete the interview.

**Interviews are required for ongoing SNAP benefits.**

**Interviews are required for Cash applications.**

## **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