

Date Issued: 6/3/2024

Transmittal #: OEP-PT-24-017

Subject/Topic: Renewals as Periodic Reports (PR) has ended 5/31/2024 with a new waiver for waiving Renewal Interviews starting 6/1/2024.

Primary Audience: Eligibility Leadership
 Family Coach LTSS Case Management
 Support Other:

Effective Date: 5/31/2024

Transmittal Type: Policy

Impacted Area(s): New/Updated Policy/Rule Policy Clarification
 Reference Materials System(s), specify
 Other:

Reference Material(s):

Summary: The waiver to process Renewals as Periodic Reports (PR) has ended 5/31/2024. *TBP 24-002* will be retired.

Staff will continue to process PRs through the Shortened Renewal Process for cases with renewals ending 5/31/2024 during the month of June (suspense month).

Oregon has requested and received approval to waive interview requirements for SNAP Renewal applications from 06/01/2024 through 10/31/2024. Under this waiver, Oregon will still interview households with renewals meeting the below criteria:

1. If the renewal includes an eligible student, or
2. If the SNAP renewal is due at the end of Transitional Benefit Alternative (TBA) period.

Implementation/transition instructions:

Unwinding the Renewals as Periodic Reports (Shortened Renewal Process)

As part of this waiver, from 06/01/2024 through 10/31/2024:

- Eligibility workers are not required to interview all households to process a Renewal.
 - Applications with Students of Higher Education or ending TBA are not eligible for this waiver.
- Income Eligibility Verification Screens (IEVS) need to be reviewed and used to verify household circumstances.
- All eligibility factors are reviewed at renewal.
- ONE will require verification following the renewal rules.
- Eligibility workers must contact the household if any information on the application is questionable or unclear.
- Eligibility workers are not required to provide a verbal explanation of simplified reporting requirements or work requirements (unless the household is contacted to clarify information).
- Eligibility workers should not log any cold call attempts on these cases, unless it requires an interview as listed in this transmittal.

Renewal applications and ONE renewal flow will continue with renewals due in June.

When to call the household

Workers should attempt to contact the household by phone to resolve any unclear information or inform the household of what information is needed. This phone call is not an interview; the intent is to only gather the information you are missing.

Let the individual know what information is missing and that they can submit it by:

1. **Uploading:** [Applicant Portal](#)
2. **E-mailing:** Oregon.Benefits@odhsoha.oregon.gov, or
3. **Dropping off:** [Find your local office](#)

What to do if contact is not successful

If you cannot reach the household, complete as much of the data collection as you can on the case.

- If there is something missing which is required to determine eligibility or benefit amount, ONE will issue a Request for Information (RFI).

If the ONE system doesn't generate an RFI, the Eligibility worker can:

- Complete the Missing Information (MI) module to generate an MI Notice requesting the verification or clarification needed to determine eligibility.
- Use Manual Correspondence to revise the RFI so it is clear and understandable for the individual.

Instructions for the ONE system in the interview date field:

- Add an interview record and enter the date field the date you are working the application.
- Add a required case note for documentation of interview waiver as follows:
“Renewal interview waiver, the interview for this SNAP renewal was not conducted. Interview information was entered per direction from Transmittal OEP-PT 24-017.”

Support Staff Scheduling Instructions: Only schedule an interview appointment if the individual is a student or losing TANF, or if they request an interview as noted below.

Note for Right to Request Interview: SNAP households have the right to request a scheduled interview with an eligibility worker. The interview can be via phone or Face-To-Face at the request of the individual. When scheduling, include a case note of “Interview scheduled at the individual’s request.”

Note for Safety Concerns: If there are safety concerns, please follow the steps suggested by TA-DVS below.

Safety concerns: It is important to screen applications you are processing for potential safety concerns. If safety concerns are identified, always reach out to the individual following the [Safety Concerns Identified](#) ETOP. An individual may be requesting an interview to discuss their domestic violence concerns or for help connecting with other programs or resources.

Note for cases in Suspense: Staff will continue to process PRs through the Shortened Renewal Process, for cases with renewals ending 5/31/2024 during the month of June (Suspense month).

Authorizing Signature: Erika Mooney

Questions?

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N/A
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