

Oregon Eligibility Partnership Transmittal

Date issued: 4/21/2026

Transmittal #: OEP-PT-26-012

Effective date: 6/1/2026

Transmittal type: Policy

Subject/Topic: SNAP NED Interview Waiver Ending

Primary Audience

☒ Eligibility

☒ Leadership

☒ Family Coach

☒ LTSS Case Management

☒ Support

☐ Other:

Impacted areas

☒ New/Updated Policy/Rule

☐ Policy Clarification

☐ Reference Materials

☐ System(s), Specify

☐ Other:

Reference material(s)

[416-115-0230](#)

[MSC 0231](#) (Authorized Representative and Alternate Payee Form)

Summary

The [renewal interview waiver](#) for households that have no earned income and only contain adults who are age 60 or older or who have a disability (NED 24-month certification) ends May 31, 2026. Interviews will resume for all renewal applications with a filing date of June 1, 2026, and ongoing.

An interview must be completed with the applicant or an authorized representative prior to approving the application, there are **no exceptions**. Interviews must be scheduled by the 20th day following the filing date unless there is a break in benefits and the household is eligible for expedited service.

Renewal applications filed while SNAP is in a discontinued status with a break in benefits must be screened for expedited processing and be interviewed within seven days, if eligible, for expedited service. If **the filing date falls within the SNAP certification period**, the

appointment should be a **regular SNAP renewal**, not expedited.

Details

Federal SNAP rules require an interview be completed for all initial and renewal applications. Interview requirement flexibilities were offered by the federal government due to the COVID-19 pandemic. Oregon has utilized these flexibilities via renewal interview waiver for households that meet the 24-month certification criteria (NED). Post pandemic the federal government began transitioning states back to its normal interview requirements. The current NED interview waiver expires May 31, 2026. Interviews will resume for all renewal applications with a filing date of June 1, 2026, and ongoing.

Why interviews are needed:

Interviews help:

- address discrepancies,
- prevent errors,
- ensure people receive the correct benefit amount, and
- provide opportunities to connect households with additional resources.

Important Note: Please keep in mind that many of these households might not have gone through an eligibility interview in a while and therefore might have questions. While this change will be communicated to the public, when you interact with impacted households, you can support them by explaining the why behind these changes, letting them know that appointing an authorized representative is an option, and answering any process related questions they might have (see information provided below).

Interview Scheduling Timelines

Recertifications are reviewed when received. Eligibility staff attempt to call the household to conduct a phone interview. If the interview is completed and all requirements are met, the case is processed. If the household cannot be reached, a letter is sent scheduling an interview.

- **Filing date before the end of the renewal month (no break in benefits):**
 - Interview scheduled within 20 days of the filing date.
- **Discontinued cases (break in benefits):**
 - Screened for expedited service. If eligible, an interview is scheduled within seven days.
 - If not expedited, an interview is scheduled within 20 days of the filing date.

Important Note: Before scheduling an **expedited appointment**, check in the ONE Eligibility

system whether the individual established their filing date during their SNAP certification period. If the filing date falls within the SNAP certification period, the appointment should be a regular SNAP renewal, not expedited.

A quick way to check: Look at the application filing date, then view the SNAP certification period by reviewing:

- Case Renewals or Periodic Report sections on Case Summary.
 - If you see the filing date falls within the SNAP certification period, they are not eligible for expedited SNAP based on that filing date.

For example: If the filing date is **June 30, 2026**, but scheduling occurs in July, and their SNAP certification period includes June 30, 2026 (certified from July 1, 2024, through June 30, 2026), this does **not** qualify as an expedited appointment.

Important Note: Because interviews are now required, the **Case Contact Check pop-up** should be answered as 'Yes' only when an interview is actively being conducted. Selecting 'Yes' will automatically call The Work Number for all required members, and any income results will appear on the Income screens. If an interview is not being conducting and updates are being made due to a cold call or another reported change, 'No' should be selected instead.

For questions about scheduling renewal applications please connect with your OEP contact.

Authorized by

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Questions?

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