

Oregon Eligibility Partnership Transmittal

Date issued: 6/23/2026

Transmittal #: OEP-PT-26-019

Effective date: 7/1/2026

Transmittal type: Policy

Subject/Topic: SNAP Recorded Telephonic Signature Waiver

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: SNAP Waiver | |

Reference material(s)

[OEP-PT-24-023](#)

Summary

Oregon has received approval to extend the SNAP Recorded Telephonic Signature Waiver. This extension allows SNAP to collect over the phone signatures without a recording for another 24 months, through June 30, 2028. Instead, a verbal attestation **and** case note will continue to be accepted as a valid signature for SNAP. This transmittal updates guidance for staff in [OEP-PT-24-023](#). Note: All other types of signatures continue to be accepted and signature requirements for all other programs need to be followed, refer to [Establishing DOR/Filing Date](#) EG.

Details

The SNAP Recorded Telephonic Signature Waiver allows SNAP to waive the requirement to capture and store an audio recording of a signature obtained over the phone. Instead, staff may continue to accept a telephonic verbal attestation as a valid SNAP signature. To be

considered a valid SNAP signature, the attestation must be case noted in ONE with the required case note language (see below). This waiver applies to signatures collected on the phone for all new SNAP applications, renewals, periodic reports, requests related to household misfortunes, and other SNAP-related documents or purposes, excluding the Intentional Program Violation (IPV) hearing waiver form. The ONE system will automatically add the required case note when the Signature Type of 'SNAP Only – Unrecorded Verbal Signature' is selected.

Customer-Choice Expectations and First Contact Requirements:

During the SNAP recorded telephonic signature waiver period, it is essential that all offices honor the method a person chooses to apply for benefits. Staff must not discourage a person from applying in person, nor encourage them to switch to a phone application. If a person arrives at an office wishing or intending to apply in person, assume that is their application choice unless they tell you otherwise. Staff must support that choice and proceed with the in-person application process. Staff may offer information about available options if the person mentions not having time to complete the SNAP application or interview but must not pressure or direct the individual toward a different method to facilitate workflow.

Similarly, when first contact occurs by phone, online, or through mailed or dropped-off documents, staff should assist the person using the method they have selected. Staff may offer information about available options but must not pressure or direct the individual toward a different method to facilitate workflow.

As always, it is essential to establish a filing date, on the phone or in person, if someone wants to apply for SNAP but cannot complete the full application.

Process to capture a signature for SNAP over the phone using this waiver:

Through June 30, 2028, staff may capture a signature for SNAP over the phone through a verbal attestation and the required case note. Staff are not required to create an audio recording link or upload an audio file to the Electronic Case File (ECF) for SNAP during this time. A valid verbal signature requires the updated case note listed below.

When adding the SNAP signature in ONE, select the 'Signature Type' as 'SNAP Only – Unrecorded Verbal Signature,' and the system will automatically add the required case note:

"[Insert name] attested to their name and address to sign [insert purpose of signature] on [insert date]. Verbal signature has been accepted per FNS-approved waiver."

In-Person Signatures:

This waiver does not apply to in-person signatures or other programs. Individuals who choose to complete their process in-person should be offered an opportunity to sign the document and not be redirected to provide a telephonic signature option. Only capture the verbal filing date for SNAP requests made over the phone.

Other Program-Specific Guidance:

The recorded telephonic signature requirements for ERDC, REF, TA-DVS, and TANF remain unchanged. Staff must continue following the signature requirements outlined in the [Establishing DOR/Filing Date](#) EG.

Medical programs (MAGI, non-MAGI and REFM) are not affected by this waiver. Their signature requirements remain unchanged.

Authorized by

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Questions?

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