



Department of Human Services  
311 West Saratoga Street  
Baltimore MD 21201

## FIA ACTION TRANSMITTAL

**Control Number: # 21-12**

**Effective Date: Immediately**

**Issuance Date: October 15, 2020**

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT  
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

**FROM: LA SHERRA AYALA, ACTING EXECUTIVE DIRECTOR** 

**RE: FLEXIBILITIES FOR COVID - 19. - H. R. 8337**

**PROGRAM AFFECTED: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP), TEMPORARY CASH ASSISTANCE (TCA), TEMPORARY DISABILITY ASSISTANCE PROGRAM (TDAP)**

**ORIGINATING OFFICE: OFFICE OF OPERATIONS**

### Summary

Effective immediately, interviews for applications and recertifications are waived for SNAP, XSNAP, TCA, and TDAP (Type I and II) applications. Recertification periods for SNAP, TCA, and TDAP Type II ending November 30, 2020 through December 2020 have been extended 6 months. Effective immediately Quality Control reviews are suspended.

The state of Maryland has elected to implement the following waivers provisioned as part of the Continuing Appropriations Act, 2021:

1. Waive the interview requirements for the programs listed above for all household applications through June 30, 2021;
  - a. To include postponed interviews for expedited cases. (*AT: 21-08 Obsolete*)
  - b. Interviews are also waived for recertifications.
  - c. All required verifications must be obtained before the finalization of the case. All mandatory verifications are required and must be requested if not obtained. (*See AT: 20-13*)
    - i. For expedite processing, identity must be verified.

REMINDER: This does not have to be a photo ID. Identity can be verified through a collateral contact.

- ii. NOTE: A 1052 must be issued requesting the missing verifications.
  - d. Normal verification return timeframes apply for all programs.
  - e. An applicant must be interviewed if his or her identity cannot be confirmed.
2. Extension of recertifications for November and December 2020.
    - a. Caseworkers should continue to process outstanding September recertifications utilizing the interview waiver. .
    - b. November recertifications have been postponed until May 2021, and December recertifications are postponed until June 2021.
    - c. When processing September recertifications, all required verifications must be obtained prior to the finalization of the case.
  3. Suspend quality control reviews from June 1, 2020, through September 30, 2021.

### **CARES Updates**

- On October 12, 2020, the certification periods for November and December 2020 were extended for 6 months.
  - a. November 2020 extended through May 2021.
  - b. December 2020 extended through June 2021 and CIF's have been suppressed.

### **E&E Updates**

- Action will be taken to extend recertifications for converted cases into E&E for pilot counties.

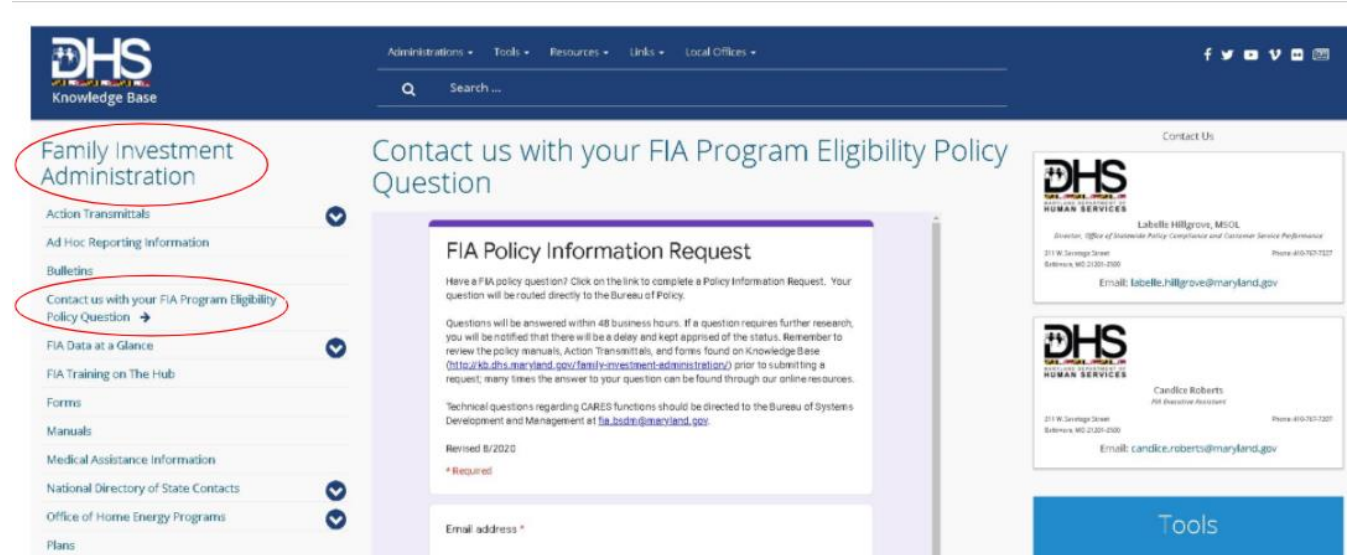
### **Action Required:**

- Interviews are waived for all SNAP, TDAP, and TCA applications. The case manager must narrate in CARES "Interview waived due to COVID waiver."
- No action is needed regarding recertification extension.
- Although QC reviews will be suspended, supervisors are expected to continue reviewing the case manager's work for accuracy and timeliness. QC will be conducting spot checks on randomly selected cases processed under the new waivers.
- Process all pending applications utilizing the current waivers.
- 60-Day SNAP applications:
  - Please continue to ensure the MISC screen is coded as "CD" on 60-day SNAP applications by the 27th day.
  - SNAP applications over 30 days that previously needed an interview should be reviewed for processing and/or sent a request for verifications.
  - Interviews can be waived on 60-Day SNAP applications effective immediately.

**Note:** FSME reviews will continue. There are no changes to the FSME process.

**Inquiries:**

Please direct policy questions to the Office of Statewide Policy Compliance and Customer Service Performance by completing the [FIA Policy Information Request Form](#) found on Knowledge Base as shown in the screenshot below.



For systems questions, please email [fia.bsdm@maryland.gov](mailto:fia.bsdm@maryland.gov).

- cc: DHS Executive Staff
- FIA Management Staff
- Constituent Services
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