



Department of Human Services
311 West Saratoga Street
Baltimore MD 21201

FIA INFORMATION MEMO

Control Number: # 23-12

Effective Date: Upon Receipt

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: PROPER PROCEDURES FOR SCHEDULING INTERVIEWS

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

ORIGINATING OFFICE: OFFICE OF OPERATIONS

SUMMARY

This Information Memorandum (IM) is being issued as a reminder to **ensure all case managers** are following the proper procedures for manually scheduling interviews. This Information Memo provides proper procedures and best practices for setting SNAP interviews at application.

Policy Reminder/Reinforcement:

Supplemental Nutrition Assistance Program (SNAP) policy states that except for households certified for longer than 12 months, households must have an interview with a case manager at initial certification and once every 12 months thereafter. Face-to-face interviews are no longer required at application and recertification. The Local Department of Social Services (LDSS) should use telephone interviews as much as possible, not just for hardship cases but for all cases.

Policy References: (402.2, CFR 273.2(a)(2), CFR 273.2(d)(1), 7 CFR 273.7(c)(1)(ii), 7 CFR 273.12(a)(5)(ii)(A), 7 CFR 273.12(a)(5)(ii)(B)).

Exceptions: Aged, Blind, and Disabled (ABD), ESAP, & MSNAP

***Expedite Interview Procedures:**

An interview attempt is required before expedited SNAP benefits can be issued. If a household does not complete the interview by the 7th calendar day, the application should be processed within the established normal processing time frames.

**Waiver currently in place allowing the interview to be postponed through the end of Public Health Emergency.*

Resource: IM:23-11 Extension of Interview waiver for Expedited SNAP Applications through June 30, 2023.

Scheduling Interview Procedures:

In the Eligibility & Enrollment (E&E) system, the LDSS must:

- Schedule an appointment on the Application Disposition screen during the Application Registration workflow process.
- LDSS may also schedule an interview once registration is completed using the Calendar icon on the taskbar.
- Best practice: Allow 5 days from the date the interview is scheduled (mail delivery; holiday and weekend; next business day).
 - Example: Customer applies 11/09/2022, a cold call is made 11/10/2022 with no response from the customer, an interview is scheduled for November 15, 2022.



When a scheduled interview is missed, it is best practice for LDSS to update the appointment scheduler in E&E indicating the appointment was Missed. However, if the LDSS does not update the scheduler as Missed, the system will automatically change the scheduled interview to Missed and generate a Notice of Missed Interview (NOMI).

Note: It is required to always update the scheduler when the interview has been completed to ensure the appropriate status is in E&E and to avoid an erroneous NOMI being issued to the customer.



Reminder: A cold call is not equivalent to scheduling an interview. LDSS must first schedule an interview allowing the customer time to receive the notice and respond accordingly. Under no circumstance should an interview be scheduled and marked missed on the same day.

**Cold call is a best practice not a requirement.*

Interview Scheduling Scenario Cold Call Successful

<p>Scenario: On November 1, 2022, the Local Department of Social Services (LDSS) received an application for SNAP through the Consumer Portal. The case manager was assigned the application. The application does not meet the expedited processing criteria. On November 1, 2022, the case manager attempted a cold call and was successful.</p>	
<p>DO </p>	<p>DON'T </p>
<ul style="list-style-type: none"> Update appointment scheduler with an interview date of 11/01/2022 and mark Interview as Completed. Narrate in E&E Send 1052 for any needed documents. If all required documents are submitted on 11/10/2022 process the application. 	<ul style="list-style-type: none"> Do not update the appointment scheduler with an interview date of 11/01/2022 and leave the interview status as scheduled or rescheduled. <p>Ripple effect:</p> <ul style="list-style-type: none"> System will mark scheduled appointments as “missed” when the scheduled interview is changed to completed or rescheduled on the day of the appointment. System will generate a NOMI <ul style="list-style-type: none"> Customer was scheduled for an appt on 11/1/2022 and missed the appt for 11/1/2022 <p>Results: QC invalid denial and poor customer experience.</p>

Interview Scheduling Scenario Cold Call Unsuccessful

<p>Scenario: On November 1, 2022, the Local Department of Social Services (LDSS) received an application for SNAP through the Consumer Portal. The case manager was assigned the application. The application does not meet the expedited processing criteria. On November 1, 2022, the case manager attempted a cold call and was unsuccessful.</p>	
<p>DO </p>	<p>DON'T </p>
<ul style="list-style-type: none"> Schedule interview appt on 11/2/2022 for Interview appt date 11/9/2022 Mail an appointment letter date interview is scheduled to ensure appointment letter is received Email a copy of the appointment letter in addition to mailing it to ensure timely receipt of appointment letter 	<ul style="list-style-type: none"> Do not schedule interview appt on 11/2/2022 for Interview appt date 11/2/2022 and a interview was not completed <p>Ripple effect:</p> <ul style="list-style-type: none"> System will mark scheduled appointments as “missed” if the scheduled interview is not changed to completed or rescheduled on the day of the appointment System will generate a NOMI <ul style="list-style-type: none"> Customer was scheduled for an appt

	<p>on 11/2/2022, for 11/2/2022, and missed the appt for 11/2/2022 Results: QC invalid denial and poor customer experience.</p>
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Rescheduling Interview:

Rescheduling SNAP appointments requires the same steps within E&E as scheduling the initial interview. The only difference is the case manager will select Rescheduled. Eligibility determination does not need to be run to reschedule an appointment.

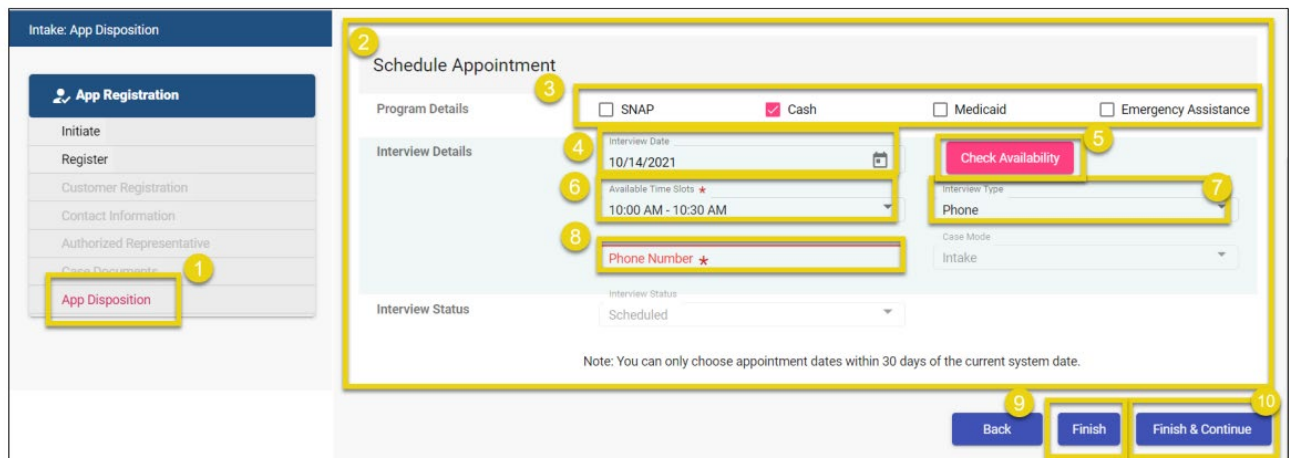
Reminder/Reinforcement: Case managers must ensure the communication language preference matches the language the customer requested to ensure the notices are in the preferred language. At present, the notices in E&E are only in English and Spanish.

Resource: [22-40 IM - Translation Services.pdf](#)

There are two methods when Scheduling an Appointment within the E&E system, please see detailed instructions and illustrations below.

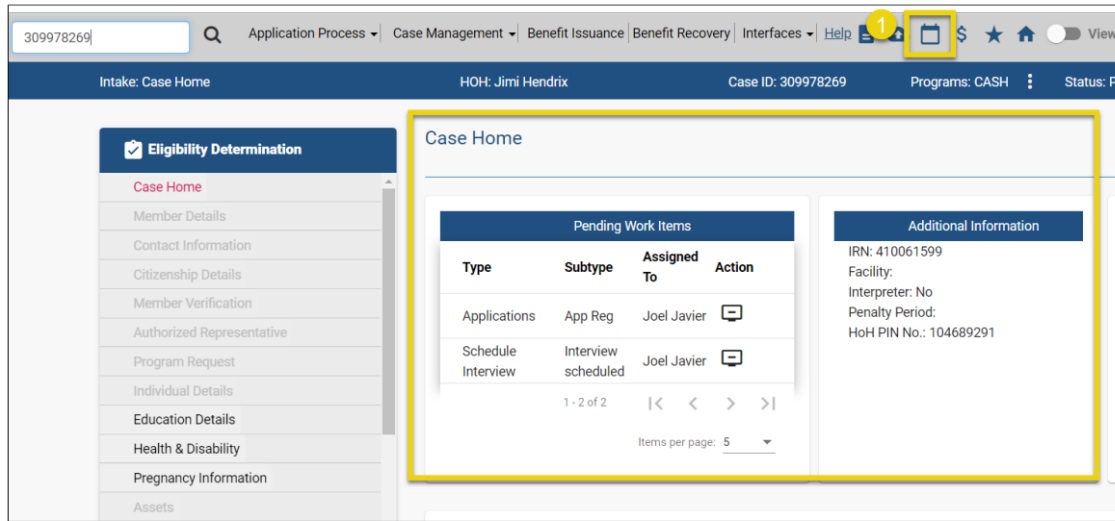
Method 1: Scheduling an Appointment during the Application Registration Workflow Process.

- On the App Disposition (1) screen, the Schedule Appointment (2) section appears at the bottom of the screen.
- Select the Benefit Program on the Program Details (3) for the appointment.
- Enter the Interview Date (4) then click the Check Availability (5) button.
- Select an interview time from the Available Time Slot (6) and Interview type (7).
 - If the Interview Type Phone is selected, enter the Phone Number (8).
- Once complete, click the Finish (9) button to return to your dashboard.
- Clicking the Finish & Continue (10) button will direct you to the Eligibility Determination Workflow process.

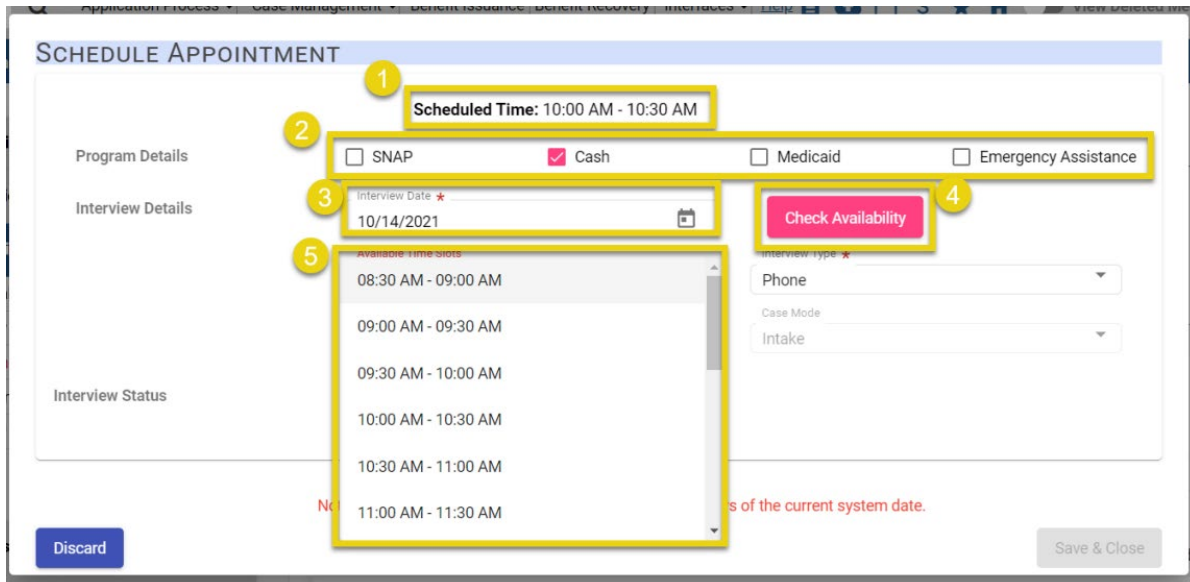


Method 2: Scheduling an Appointment from the E&E Taskbar.

- Enter the Case ID in the Go to Case search bar, then click the Magnifying Glass icon. The Case Home screen will display.
- From the Case Home screen, click the Appointment Scheduling (1) icon located on the taskbar.



- The Schedule Appointment window will display (see image below). If an appointment was previously created the Scheduled Time (1) information will display.
- Select the Benefit Program on the Program Details (2) checklist.
- Enter the Interview Date (3) then click the Check Availability (4) button.
- Select an interview time from the Available Time Slot (5) dropdown list.



- After entering the time slot, select the Interview Type (6). If the interview type selected is “Phone”, enter the Phone Number (7). (see image below)

SCHEDULE APPOINTMENT

Scheduled Time: 10:00 AM - 10:30 AM

Program Details: SNAP Cash Medicaid Emergency Assistance

Interview Details:

Interview Date: 10/14/2021

Available Time Slots: 10:00 AM - 10:30 AM

Phone Number: (410) 123-4567

Interview Type: Phone

Case Mode: Intake

Interview Status: Scheduled

Check Availability

- Select the Interview Status (1) from the dropdown list. Click the Save & Close (3) button to complete the process to schedule an appointment.

SCHEDULE APPOINTMENT

Scheduled Time: 10:00 AM - 10:30 AM

Program Details: SNAP Cash Medicaid Emergency Assistance

Interview Details:

Interview Date: 10/14/2021

Interview Type: Phone

Case Mode: Intake

Interview Status: **Scheduled**

Check Availability

Note: You can only choose appointment dates within 30 days of the current system date.

Discard

Save & Close

References:

How-To-Guide: Schedule an Interview Appointment V2

[SNAP Manual Section 402.1](#)

[AT 22-08 Revision No. 2 IM - Redetermination Processes & Interviews in the E&E System](#)

[Code of Federal Regulations 273.2\(e\)](#)

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 for Montgomery County only.

For systems questions, please email fia.bsdm@maryland.gov.

cc: DHS Executive Staff
FIA Management Staff
DHS Help Desk
Constituent Services
Office of Administrative Hearings