

**Delaware Waiver Request  
Waive Telephonic Signature Requirements**

1. **Waiver serial number:**
2. **Type of request:** Initial
3. **Primary regulation citation:** 7 CFR 273.2(c)(7)(viii)
4. **State:** Delaware
5. **Region:** MARO
6. **Regulatory requirements:** Supplemental Nutrition Assistance Program (SNAP) regulations at 7 CFR 273.2(c)(7)(viii)(A) require State agencies that choose the option to accept telephonic signatures to specify in their State plans of operation that they have taken the option.

Regulations at 7 CFR 273.2(c)(7)(viii)(B) require that to constitute a valid telephonic signature, the State agency's telephonic signature system must make an audio recording of the household's verbal assent and a summary of the information to which the household assents. An example of a telephonic signature is a recording of "Yes" or "No", "I agree" or "I do not agree", or otherwise clearly indicating agreement or disagreement during an interview over the telephone.

Regulations at 7 CFR 273.2(c)(7)(viii)(C) require that a telephonic signature system must provide for linkage from the audio file of the recorded verbal assent to the application/recertification so that the State agency has ready access to the household's entire case file.

7. **Proposed alternative procedures:** Delaware will not create an audio recording of the client attestation or link that recording to the client case file. Delaware will summarize the information to which the household assents and allow a verbal signature from the client that is documented by the State merit staff. The documentation will include a case note in the client's file in Delaware's ASSIST Worker Web eligibility system, to demonstrate that the client has signed the application. The information the State documents in the case file will include the client's name, date and time of application/recertification, a summary of the information to which the client verbally assents, and the client's responses indicating agreement or disagreement.

**Justification for request:** Due to the rise in COVID-19 cases in Delaware and across the country, Governor Carney has postponed stage three of Delaware's reopening plan. The COVID-19 public health emergency and Delaware's State of Emergency Declaration remain in effect. Delaware's State of Emergency declaration was extended on June 6, 2020. Delaware Division of Social Services (DSS) continues to eliminate as much foot traffic as possible in Delaware's eligibility offices to reduce the

spread of COVID-19. Delaware's local offices are only operating by appointment only and working with reduced staff. This waiver will assist in reducing the number of individuals required to come into DSS offices to complete the certification and recertification process.

Delaware has averaged around 4,800 initial applications per month during the pandemic and estimates that the eligibility staff will process approximately 15,062 SNAP recertifications and periodic reports for July and August 2020. This waiver will assist Delaware with processing July and August applications and recertifications without a delay in benefit issuances.

**8. Anticipated impact on households and State agency operations:** In May 2020, Delaware's caseload increased to 126,909 recipients and 62,211 households. The waiver will allow households to apply for and renew their benefits without the risk of coming into the local offices during the pandemic. In addition, clients will receive their benefits timely and according to the established timeframes. This waiver will also streamline application and recertification procedures and allow a more efficient way for DSS eligibility staff to transition back to normal processing while maintaining health and safety standards.

**9. Anticipated Implementation date:** Upon approval of this waiver.

**10. Quality control procedures:** There are no changes to the Quality Control procedures for cases subject to the provisions of this waiver.

**11. Signature and title of requesting official:**



Thomas Hall  
Deputy Director, Division of Social Services

**12. Date of request:** June 30, 2020

**13. State agency staff contact (name/email/telephone):**

Thomas Hall  
Thomas.Hall@delaware.gov  
302-255-9605

**14. Regional office contact person (to be completed by FNS regional office):**

# State of Delaware



Executive Department  
Dover

## **THIRD EXTENSION OF THE DECLARATION OF A STATE OF EMERGENCY FOR THE STATE OF DELAWARE DUE TO A PUBLIC HEALTH THREAT**

**WHEREAS**, in connection with the serious public health threat from the novel coronavirus (“COVID-19”) that has impacted the State of Delaware, I issued a Declaration of a State of Emergency for the entire state at 3:00 p.m. on March 12, 2020; and

**WHEREAS**, during the past eighty-six days, I have issued Twenty Modifications to the State of Emergency declaration first to protect from the spread of COVID-19 by, among others things, limit social gatherings, close places of public accommodation, restrict beach access, close childcare to all but emergency care, restrict business operations to essential businesses only with non-essential businesses either closed or remote working only, and order a shelter in place for all Delawareans, and then to begin to reopen the state by, among other things, require individuals to wear cloth face coverings both inside essential businesses and outside when social distancing is difficult, permit businesses and other places of public accommodation to reopen slowly, reopen the beaches, lifted the quarantine and restrictions on commercial lodgings, and other measures to reopen the economy while still focused on protecting the public health, safety and welfare of Delawareans during the COVID-19 pandemic; and

**WHEREAS**, after eighty-six days, the State of Delaware continues to face a serious public health threat from COVID-19 and the harm to life remains; and

**WHEREAS**, pursuant to Delaware's emergency management statutes, a State of Emergency proclaimed by the Governor may not continue for more than 30 days without being renewed; and

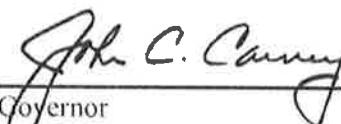
**WHEREAS**, I extended the State of Emergency for an additional 30 days on April 10, 2020 and a second time for an additional 30 days on May 8, 2020; and

**WHEREAS**, I find that the conditions necessitating a State of Emergency continue to exist and require that the State of Emergency remains in effect.

**NOW THEREFORE, I, JOHN C. CARNEY**, pursuant to Title 20, Chapter 31 of the Delaware Code, to control and prevent the spread of COVID-19 within the State of Delaware, do hereby declare:

1. The State of Emergency due to COVID-19, first declared March 12, 2020 and subsequently modified as set forth above is extended, effective immediately.
2. All provisions of the State of Emergency and its Twenty Modifications currently in place shall remain in full force and effect until terminated in accordance with state law.

APPROVED this 6<sup>th</sup> day of June 2020 at 12:30 p.m.

  
Governor