



Food and Nutrition Service

U.S. DEPARTMENT OF AGRICULTURE

DATE: July 15, 2024

SUBJECT: Supplemental Nutrition Assistance Program (SNAP) – Extension of Waiver of Quality Control (QC) Face-to-Face Interview Requirement – October 2024 – September 2025

TO: All SNAP State Agencies
All Regions

This memorandum extends the existing Quality Control (QC) face-to-face interview waiver through September 30, 2025. FNS is offering this waiver to *all* State agencies. The waiver period begins October 1, 2024, and runs through September 30, 2025. This waiver, which allows State agencies to suspend requirements to conduct face-to-face interviews for active QC case reviews per 7 CFR 275.12(c)(1), is currently in effect through September 30, 2024. FNS is approving this extension pursuant to its waiver authority under 272.3(c)(1)(ii), which allows the approval of waivers that will result in a more effective and efficient administration of the program.

FNS recognizes that States are continuing to face staffing challenges and workload issues, following the end of the pandemic health emergency in May 2023. Allowing telephonic interviews reduces the time required for QC reviews by eliminating travel time for QC staff and clients. FNS has determined that extending the waiver of the face-to-face interview requirements through September 30, 2025, provides clients flexibility and enables State agencies to complete more case reviews in less time, resulting in a more effective and efficient administration of the program.

Regardless of the method used to interview households, all other requirements specified in SNAP regulations at 7 CFR 275.12 remain in effect. Specifically, prior to a personal interview, States must notify households that they have been selected, as part of an ongoing review process, for review by QC and that an interview will be conducted in the future. FNS recommends that notices include the date, time, and location for the interview and the type of information the household must have available during the interview. Adhering to these practices will help States obtain the household's cooperation, allowing them to complete more cases. We also encourage State agencies to direct households who have questions about the purpose of the QC interview to explore the [Navigating SNAP Quality Control: A Guide for SNAP Recipients](#) website. This resource can be particularly useful for households that have questions about the QC process or who request additional information on the process before they will comply.

States accepting this waiver still must inform households that a face-to-face interview is available by request. States must ensure all QC cases in which this waiver applies are

documented to show the reason a face-to-face interview was not conducted. Item 69 on the FNS 380-1 must be coded appropriately, based on the type of interview conducted.

Prior to the implementation of this blanket waiver, States must follow the steps listed below to accept the waiver in the SNAP Waiver Information Management System (WIMS). Any State WIMS user can log in and accept the blanket waiver. Please coordinate within your State to determine which WIMS user will take the action to accept.

States can begin accepting the waiver on Monday, July 15, 2024.

1. On the Navigation Bar, click on 'MORE' and select 'BLANKET WAIVERS.'
2. Click on the Blanket Waiver with the subject: 'QC F2F Waiver Extension to September 2025.'
3. Navigate to the Feed tab and select 'Accept Blanket Waiver.'
4. Click on the 'Accept Blanket Waiver' checkbox.
5. Enter an implementation and expiration date. Note this blanket waiver can be applied within the window of October 1, 2024, through September 30, 2025.
6. Click 'Next.' A message will appear stating: 'You have successfully accepted the Blanket Waiver.'
7. After your State has accepted the blanket waiver, it will appear in your active waivers tab with the subject 'QC F2F Waiver Extension to September 2025.'

State agencies with questions should contact their respective regional office representatives.

Sincerely,

Rachel Frisk
Director
Program Administration and Nutrition Division
Supplemental Nutrition Assistance Program