

5101:4-2-07

Food assistance: initial interview process.**(A) What is the process for an initial interview?**

- (1) Upon receipt of an application, as defined in rule 5101:4-2-01 of the Administrative Code, the county agency shall conduct an interactive interview with a member of the assistance group or an authorized representative for the assistance group making application.
- (2) The county agency shall schedule an interview for all applicant assistance groups who are not interviewed on the day they submit an application. The interview notice shall contain the date and time of the interview. The notice shall also list the phone number the county agency will call when completing a phone interview, or the phone number the applicant will call to complete the interview with the county agency.
- (3) When separate applications are filed for assistance groups residing in the same household, each assistance group that has applied on a separate application shall be interviewed or scheduled for an interview.
- (4) When scheduling an interview, the county agency shall consider and attempt to accommodate any special circumstances or requests from an assistance group, including the assistance group's work schedule.
- (5) The county agency shall schedule all interviews as promptly as possible to ensure eligible assistance groups receive an opportunity to participate within thirty days after the application is filed.

(B) What are the options for conducting an initial interview?

- (1) The county agency may conduct an:
 - (a) Office interview;
 - (b) Telephone interview; or
 - (c) Home visit (as long as it is scheduled in advance with the assistance group).
- (2) The type of interview conducted is left to the county agency's discretion unless the applicant requests a face-to-face interview. The county agency shall grant a face-to-face interview to any assistance group that requests one.

(C) What are the standard interview practices?

- (1) The interview may be conducted with the head of the assistance group, spouse, any other responsible member of the assistance group or an authorized representative.
 - (2) When it is obvious the applicant is not mentally competent and is not able to understand the hearing rights, the applicant shall be required to name an authorized representative to receive notices.
 - (3) An applying assistance group shall report all changes related to its supplemental nutrition assistance program (SNAP) eligibility and benefits at the certification interview.
 - (4) The JFS 01846, "Case Worksheet- Cash, Food ~~Stamp~~Stamps, and Medical Assistance Interview", shall be completed by the county agency when the statewide automated eligibility system is down for an extended period of time or a home visit is necessary.
- (D) What are the county agency's responsibilities during an interview?
- (1) Review the information appearing on the application, and explore and resolve unclear and incomplete information.
 - (2) Perform necessary collateral contacts and collect required verifications.
 - (3) Advise assistance groups of their rights and responsibilities during the interview, including the appropriate application processing standard and the assistance group's responsibility to report changes. The rights and responsibilities include:
 - (a) For all work registrants, the work registration requirements described in rule 5101:4-3-11.1 of the Administrative Code;
 - (b) For all work registrants required to participate in the SNAP employment and training program (E&T), the requirements described in rule 5101:4-3-30 of the Administrative Code;
 - (c) For all able-bodied adults without dependents (ABAWD), the work requirement, time-limit and process for regaining eligibility described in rules 5101:4-3-20 and 5101:4-3-20.1 of the Administrative Code.
 - (d) The ~~household's~~ assistance group's responsibility to report changes in accordance with rule 5101:4-7-01 of the Administrative Code; and
 - (e) The application processing standards described in rule 5101:4-2-11 of the Administrative Code.

- (4) Conduct the interview as an official and confidential discussion of assistance group circumstances.
- (5) Protect the applicant's right to privacy during the interview. Facilities shall be adequate to preserve the privacy and confidentiality of the interview.
- (6) Advise assistance groups that are also applying for or receiving Ohio works first (OWF) cash assistance benefits that time limits and other requirements that apply to the receipt of OWF benefits do not apply to the receipt of SNAP, and that assistance groups that stop receiving OWF benefits because they have reached a time limit, have begun working, or for other reasons, may still qualify for SNAP benefits.
- (7) Confirm the assistance group is not subject to an intentional program violation.
- (8) In accordance with rule 5101:9-2-02 of the Administrative Code, the county agency shall comply with the Americans with Disabilities Act of 1990 (ADA) ~~(1990)~~ plan adopted by the county agency. This includes, but is not limited to, providing the assistance group with an explanation of their rights under the amendments to Title II of the Americans with Disabilities Act ~~(ADAAA)~~ (ADA) and section 504 of the Rehabilitation Act of 2008 ~~(2008)~~ and offering additional screening to any individual that discloses, has, or appears to have a physical or mental condition that substantially limits one or more major life activities.
- (9) Determine if each member of the assistance group is required to register for work in accordance with rule 5101:4-3-11 of the Administrative Code.
- (10) Notify the assistance group of their right to request a copy of their completed application.
- (11) Confirm that a member of the assistance group has not been convicted of and is not out of compliance with the terms of the sentence for crimes described in rule 5101:4-2-03 of the Administrative Code. The county agency is to document the individual's attestation in the case record.
- (12) Provide a comprehensive oral explanation of each applicable work requirement pertaining to individuals in the assistance group as described in rules 5101:4-3-11.1, 5101:4-3-30 and 5101:4-3-20 of the Administrative Code.
- (13) Ensure the assistance group receives a written notice that includes the following information:

- (a) Which individuals in the assistance group are subject to a work requirement(s);
- (b) The applicable work requirements for all members of the assistance group including:
 - (i) The general work registration requirement in accordance with rule 5101:4-3-11.1 of the Administrative Code;
 - (ii) The SNAP E&T requirement in accordance with rule 5101:4-3-30 of the Administrative Code; and
 - (iii) The ABAWD work requirement in accordance with rule 5101:4-3-20 of the Administrative Code.
- (c) Exemptions from each applicable work requirement;
- (d) The process to request an exemption, including contact information to request an exemption;
- (e) Rights and responsibilities of each applicable work requirement;
- (f) What is required to maintain eligibility under each applicable work requirement;
- (g) Pertinent dates by which an individual is to take any actions to remain in compliance with each applicable work requirement;
- (h) Consequences for failure to comply with each applicable work requirement;
- (i) The process for requesting good cause, including examples of good cause circumstances and contact information to initiate a good cause request;
- (j) Any other information the county agency believes would assist the assistance group members with compliance; and
- (k) When an individual is subject to mandatory SNAP E&T, the written notice is to also explain the individual's right to receive participant reimbursements for allowable expenses related to participation in SNAP E&T, up to any applicable cap, and the responsibility of the county agency to exempt the individual from the requirement to participate in SNAP E&T when the individual's allowable expenses exceed what the county agency will reimburse in accordance with rule 5101:4-3-32 of the Administrative Code.

(E) What happens when an assistance group misses its interview?

- (1) The county agency shall notify an assistance group of its missed interview appointment by using the JFS 04218 "Notice of Missed Interview" or the statewide automated eligibility system equivalent, in accordance with rule 5101:4-5-07 of the Administrative Code and inform the assistance group they are responsible for rescheduling a missed interview.
- (2) When the assistance group contacts the county agency within the thirty-day application processing period, the county agency shall schedule a second interview.
- (3) The county agency shall not deny an assistance group's application prior to the thirtieth day when the assistance group fails to appear for the first scheduled interview.
- (4) When the assistance group requests a second interview during the thirty-day application processing period and is determined eligible, the county agency shall issue prorated benefits from the date of application.

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Certification

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