



Office of Temporary and Disability Assistance

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General Information System (GIS) Message

Section 1

Transmittal:	23DC049 Upstate and New York City
Date:	June 28, 2023
To:	Subscribers
Suggested Distribution:	Supplemental Nutrition Assistance Program (SNAP) Directors
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	SNAP Interview Adjustment and Telephonic Signature Unwinding Waivers
Effective Date:	Immediately
Contact Information:	SNAP Policy Bureau at (518) 473 -1469 or otda.sm.cees.snap@otda.ny.gov
Attachments:	None

Section 2

The purpose of this GIS is to advise social services districts (districts) that the United States Department of Agriculture (USDA) Food and Nutrition Services (FNS) has approved New York State’s request to allow for the continued use of certain Supplemental Nutrition Assistance Program (SNAP) waivers beyond the end of the federal COVID-19 Public Health Emergency (PHE) which ended May 11, 2023. Beginning on July 1, 2023, the interview adjustment waiver is available through May 31, 2024, and the telephonic signature waiver is available through June 30, 2024.

Background

In response to the outbreak of COVID-19 and the declaration of a state disaster emergency (Executive Order 202, March 7, 2020), the Office of Temporary and Disability Assistance (OTDA) released a series of policy documents which advised social services districts (districts) of immediate measures that could simplify and streamline program administration and protect the health and safety of clients and staff.

Additionally, Title VI, Section 4603(a)(1)(B) of the Continuing Appropriations Act, 2021, and Other Extensions Act (Public Law No. 116-159), the Continuing Resolution (CR), passed by Congress and signed into law by the President on October 1, 2020, reinstated the lapsed Supplemental Nutrition Assistance Program (SNAP) interview adjustment and waivers originally authorized under the Families First Coronavirus Response Act and waivers issued under 7 CFR 272.3(c)(1)(i). The CR reinstated and extended the availability of these waivers through June 30, 2021. On April 30, 2021, the United States Department of Agriculture (USDA) further extended the availability of these waivers until December 31, 2021, through issuance of a policy memo to all states, with certain limitations on the continuation of waivers when the state emergency or disaster declaration is no longer in effect. The waivers were again

made available by USDA in a December 8, 2021, policy memo giving states the option to extend them beyond January 1, 2022, but no later than the end of the month subsequent to the month in which the public health emergency declaration related to the COVID-19 pandemic is lifted by the Secretary of Health and Human Services.

OTDA advised districts in [22TA/DC037](#) that, due to the lifting of the federal PHE on May 11, 2023, the interview adjustments and telephonic signature waivers will expire June 30, 2023. In preparation for the expiration of the federal PHE on May 11, 2023, FNS made certain COVID “unwinding” waivers available to states to support effective and efficient program management during this period of readjustment to normal operations. Under authority to approve waivers in [7 CFR 272.3\(c\)\(1\)\(i\)](#), FNS will grant waivers for up to 12 months from the month that the federal PHE ends, with the exception of the telephonic signature waiver, which is approved beyond the 12 months immediately following the end of the PHE.

In an effort to provide an opportunity for districts to continue to utilize these operational flexibilities, New York has received approval to extend interview adjustments and telephonic signature waivers as district options.

Interview Adjustments

The SNAP interview adjustment waivers described in [GIS 20 TA/DC022](#), [GIS 20 TA/DC026](#), [GIS TA/DC096](#), [GIS 20 TA/DC101](#), [GIS 21 TA/DC016](#), [GIS 21 TA/DC047](#), [GIS 21 TA/DC066](#), [GIS 21 TA/DC085](#), [GIS 22TA DC026](#), [GIS 22 TA/DC113](#), and [GIS 23 TA/DC022](#) **which were previously made available to districts through June 30, 2023 will now be available through May 31, 2024.**

Consistent with previous guidance, districts are not prohibited from conducting interviews, they are just not required. Districts can apply the interview adjustment based on the month of application. For initial applications, the interview adjustment may be used for any household that applies by May 31, 2024. For recertification applications, districts can use the interview adjustment for any household who is due for recertification, the last month of the household’s current certification period is on or before May 31, 2024, and the recertification application is received by May 31, 2024.

Telephonic Signatures

The temporary adjustment to the requirements for recording telephonic signatures for SNAP applications filed over the telephone or submitted without a signature **will now expire June 30, 2024**. Districts choosing to implement telephonic applications must adhere to the guidelines as outlined in [GIS 20 TA/DC049](#), [GIS 20 TA/DC055](#), [GIS 20 TA/DC066](#), [GIS 20 TA/DC075](#), [GIS 20 TA/DC090](#), [GIS 20 TA/DC113](#), [GIS 21 TA/DC016](#), [GIS 21 TA/DC047](#), [GIS 21 TA/DC066](#), [GIS 21 TA/DC085](#), [GIS 22 TA/DC026](#), [GIS 22 TA/DC038](#), [GIS 22TA/DC094](#), [GIS 22 TA/DC103](#), and [GIS 23 TA/DC022](#), and must use the OTDA program-specific script (attachments 1 and 2 [GIS 20 TA/DC049](#)). Districts must notify OTDA of their intention to implement this option. While this SNAP adjustment is in effect, TA, or Medicaid (MA) on TA case applications may also be accepted over the telephone. Districts choosing to implement telephone applications for MA on a TA case must note the case record that the applicant assents to and allows a verbal signature for Medicaid.

This waiver is available to districts through June 30, 2024. FNS is able to approve this waiver beyond 12 months after the federal PHE is lifted under [7 CFR 272.3\(c\)\(1\)\(i\)](#) because it would result in more effective and efficient administration of the program.

Districts must notify their OTDA SNAP Bureau liaison if they plan to use either waiver; and, for the interview waivers, if they intend to waive interviews at certification, recertification or both. Please reach out to your OTDA SNAP Bureau liaison with any questions.