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 | INFORMATIONAL LETTER |  
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TRANSMITTAL: 94 INF-10

TO: Commissioners of  
 Social Services

DIVISION: Economic  
 Security

DATE: March 1, 1994

SUBJECT: Food Stamps: Waiver of In-Office Interviews for  
 Certain Applicants

SUGGESTED

DISTRIBUTION: Food Stamp Directors  
 Income Maintenance Directors  
 CAP Coordinators  
 Staff Development Coordinators

CONTACT PERSON: Food Stamp Liaison  
 1-800-342-3715, extension 4-9225

ATTACHMENTS: None

FILING REFERENCES

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
89 INF-64	89 INF-64	387.1 387.7(b) 387.7(i) 387.8(c)	7 CFR 273.2(e)(2)	FSSB IV-E-1 V-A-6-all V-E	

This is to remind districts that Food Stamp policy requires that the in-office interview requirement be waived at the request of an applicant household if any of the following conditions are met:

- 1) The household is unable to appoint an authorized representative, and has no adult household member able to come to the office because all members are elderly or disabled. For elderly or disabled definition see FSSB, section V-A-6 all.
- 2) On a case-by-case basis, for any household unable to appoint an authorized representative, and has no adult household member able to get to the office because of:
  - o transportation difficulties; or
  - o hardship conditions such as but not limited to, residing in a rural or remote area, illness, care of a household member, prolonged severe weather, or work or training hours which preclude in-office interviews.

NOTE: If the social services district determines that transportation difficulty or a hardship exists and waives the in-office interview, the decision must be documented in the case record.

If a waiver of the in-office interview is made under numbers 1 or 2 above, the social services district must conduct the interview by telephone, or make a home visit. Home visits must be scheduled in advance. For a household which has transportation difficulties or similar hardships, the district must provide for telephone contacts by the household and mail delivery of forms to and from the household. Verification requirements outlined in FSSB, section V-E for households are unchanged when a waiver of the in-office interview is made.

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Oscar R. Best, Jr.  
Deputy Commissioner  
Division of Economic Security