



Food and  
Nutrition  
Service

MAR 13 2020

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SUBJECT: 2200007 – Flexibility to Allow Telephone Interviews in Lieu of Face-to-Face Interviews for March, April and May 2020 Quality Control Case Reviews

TO: Regional Supplemental Nutrition Assistance Program Directors  
Food and Nutrition Service

In response to requests from States for flexibility to allow for greater social distancing to prevent the spread of Coronavirus Disease (COVID-19), the Secretary is allowing States to conduct telephone interviews in lieu of face-to-face interviews for Supplemental Nutrition Assistance Program (SNAP) Quality Control (QC) purposes. This waiver applies to regulations at 7 CFR 275.12(c) and Chapter 4, Section 420 of Food and Nutrition Service (FNS) Handbook 310 that require a face-to-face interview as part of the QC review and is effective until May 31, 2020. States may conduct telephone interviews for all cases reviewed in March, April, and May of 2020, regardless of sample month.

If a State elects to conduct interviews by telephone, the State must notify the appropriate FNS Regional Office prior to this election. Each QC case file must be documented to show the reason a face-to-face interview was not conducted and the FNS 380-1 must indicate a telephone interview was conducted. All other requirements specified in SNAP regulations at 7 CFR 275.12 remain in effect under this waiver, including penalties for household refusal to cooperate with a QC reviewer.

Please provide this information to your States. States must notify FNS if they intend to implement telephone interviews during this period; any State responses must be relayed to the FNS national office QC Branch as you receive them for recordkeeping purposes.

To submit State responses or for any additional questions about this waiver, please contact Stephanie Proska, QC Branch Chief, at [Stephanie.Proska@usda.gov](mailto:Stephanie.Proska@usda.gov).

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