



## FYI

### Interview Methods, Telephonic and Face-to-Face

Case managers are reminded that reevaluation interviews for TAFDC and EAEDC may be conducted by telephone. Application interviews, however, must be conducted face to face.

Exceptions to this TAFDC/EAEDC reevaluation rule include when the client:

- requests a face-to-face interview,
- requests and signs the *Heightened Level of Security Confirmation/Declination* (HLS-1) form (as shown on BEACON by the HLS indicator),
- does not have telephone service,
- experiences an exemption status change,
- has used 22 months of time-limited benefits, or
- has provided information during the telephonic interview that is questionable.

For more information on telephonic interviews in the TAFDC and EAEDC Programs, refer to Operations Memo 2010-21. For more information on the confidentiality of case record information and the HLS indicator, refer to Operations Memo 2010-50.

Case managers are also reminded that for SNAP applications and recertifications telephonic interviews are the preferred method of interview.

Exceptions to this rule include when the client:

- requests a face-to-face interview,
- requests and signs the *Heightened Level of Security Confirmation/Declination* (HLS-1) form (as shown on BEACON by the HLS indicator); or
- does not have telephone service.

For those applying for SNAP in person, offer the telephone interview option and screen for expedited service at the time of first contact. If the applicant specifically requests a face-to-face interview, plan to conduct the entire interview in one meeting, as long as time and work schedules permit. For more information, refer to Field Operations Memo 2006-30. For more information on the confidentiality of case record information and the HLS indicator, refer to Operations Memo 2010-50.

**NOTE:** At recertification, elderly or disabled SNAP households without earnings may have their interview waived. For more information, refer to Operations Memo 2011-29.

## FYI

### National Voter Registration Act Reminder

The National Voter Registration Act (NVRA) requires the Department to provide voter registration services to all applicants and clients (hereafter referred to as clients). Clients may register to vote either at the TAO or by using a mail-in form. Voter registration services provided to our clients include:

- informing clients of the ability to register to vote at a TAO or by use of a mail-in form, if the client prefers;
- asking clients if they would like to register to vote at application, reevaluation, recertification and when they report address changes to a case manager;
- assisting clients with voter registration;
- distributing the Secretary of the Commonwealth's Voter Registration Option Form entitled, *Declination Form* at all in-office applications, reevaluations, recertifications and when a client reports a change in his or her address during an interview;
- providing a Massachusetts Official Voter Registration Form to the client who wants to register or, if the client prefers, providing a Mail-In Voter Registration Form that a client may mail or hand-deliver to his or her city or town hall;
- giving the client a Mail-in Voter Registration Form if the client does not want to register, but does not fill out the Secretary of the Commonwealth's *Declination Form*;
- transmitting completed Massachusetts Official Voter Registration forms to the appropriate local election office within five days of the client's completion of the form;
- making voter registration forms available at TAO reception desks; and
- providing assistance in completing such forms.

**Please refer to Operations Memo 2012-36 for more detailed instructions.**