

DHS IS RESUMING SNAP INTERVIEWS!

Frequently Asked Questions (FAQ)

Why are interviews being required when applying for new or recertifying for SNAP benefits?

The Federal government now requires these interviews. The COVID-19 administrative flexibilities that allowed the District to waive the requirement to conduct SNAP interviews at application and recertification expired on October 31, 2024.

When will interviews be required for new or recertification of SNAP Benefits?

Starting November 1, 2024, DHS will *offer* to interview anyone applying or recertifying for SNAP benefits. Interviews will be conducted at one of DHS/ESA's five (5) Service Centers or customers may receive a call from a DHS caseworker.

Beginning December 1, 2024, an interview is required to determine SNAP benefits at application and non-ESAP recertification. If you submitted a new application or non-ESAP recertification for SNAP benefits, please call the DHS/ESA Public Benefits Call Center at (202) 727-5355, TTY/TDD: 711, or visit one of the DHS/ESA Service Centers, Monday-Friday 7:30am-4:45pm, to complete the SNAP interview requirement.

A Notice of Interview Requirement will be sent at the time DHS receives your application or recertification for SNAP benefits.

Someone in your household, or your household's authorized representative, must complete an interview over the phone or in person at one of the DHS/ESA Service Centers.

How can I complete My SNAP Interview?

You can complete your SNAP interview Monday through Friday, 7:30am to 4:45pm in one of the following ways:

- **In Person:** Visit one of the DHS/ESA Service Centers
 - 2100 Martin Luther King Jr. Avenue SE
 - 4049 South Capitol Street SW
 - 3851 Alabama Avenue SE
 - 645 H Street NE
 - 1207 Taylor Street NW

What is a SNAP interview?

The Food and Nutrition Service (FNS) requires a SNAP interview as part of the application process. The interview is a conversation with a DHS eligibility worker that helps determine if you or your household is eligible for food assistance benefits. If possible, DHS will strive to determine benefits at the time of the interview.

Do I need to bring anything to my interview?

The interview can help you get your benefits approved in a timely manner. While you do not need to bring anything to do your interview, DHS can only approve benefits during the interview if all required verification documents are available. Verifications can be submitted ahead of time online via [District Direct](#), in person, or by mail/fax. If they have not been submitted ahead of time, it is best to have the documents and information on

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hand. This avoids having several follow ups with DHS. Please refer to your notices or review the [verification check list](#) for additional information on documents you can provide.

What if I am eligible for Expedited SNAP?

FNS requires a SNAP interview as part of the application process. You must complete a timely interview to receive expedited SNAP benefits within seven days of application. Customers who do not complete an interview in this timeframe will be assessed for eligibility using standard SNAP procedures and must provide all required verifications.

Should I still use District Direct now that an interview is required?

[District Direct](#) can still be used to complete applications and recertifications, update household information and changes, upload verification documents, and view your benefit information online. If you have submitted a SNAP application or recertification online through District Direct, call us or come into a Service Center to complete your SNAP interview. While SNAP interviews cannot be completed online, you can use District Direct to share your verification documentation with the Virtual Eligibility worker if completing your interview over the phone. If you submitted your verifications documents prior to your SNAP interview, an eligibility worker will be able to view your documents during the interview and they will not need to be resupplied. [District Direct tutorials and help videos](#) are available online, if needed.

What happens after the interview?

After the interview, DHS will try to determine eligibility. However, you may be asked to provide additional documentation to check (verify) your information. You will receive a notice if any additional information is needed. Notices can also be accessed via [District Direct](#).

What if a customer misses or does not complete an interview?

We highly encourage customers to complete an interview as soon as possible to move the determination process forward. Please call the DHS/ESA Public Benefits Call Center at (202) 727-5355, TTY/TDD: 711, or visit one of the DHS/ESA Service Centers Monday through Friday, 7:30 a.m. to 4:45 p.m. If you do not complete your interview, DHS will send a Notice of Missed Interview, and your application or recertification for benefits will be denied. Customers can look out for notices via the [District Direct](#) or mail.

Can I be exempted from the interview requirement?

Every SNAP applicant is required to complete an interview for benefits. However, SNAP [Elderly Simplified Application Project \(ESAP\)](#) customers are not required to complete a SNAP interview at recertification. Households that meet ESAP criteria consist of customers in which:

- All adults are age 60 or older and/or disabled, and
- Do not have earned income.

For more information on the interview requirement when applying or recertifying for benefits, visit <https://dhs.dc.gov/page/apply-recertify-benefits> or call (202)727-5355. If you are hearing impaired, you can call TTY/TDD 711.