FOR YOUR INFORMATION	North Dakota Department of Human Services Economic Assistance Policy Division and Medical Services

No. 20-011 **Date:** 3/23/2020

To: **Human Service Zones**

Subject: **Face-to-Face Interviews**

Programs: **SNAP and TANF**

Inquiries: **Direct inquiries to the Policy and System Support Unit**

Effective Date: **Immediately**

Due to health concerns across the nation, the Department is taking measures to ensure the health and safety of the individuals we serve along with county and state employees. To reduce in-person contact we encourage utilizing telephone interviews in place of face-to-face interviews for SNAP.

In addition, effective immediately, TANF is temporarily waiving the face-to-face interview requirement until further notice. An interview is still required, however, telephone interviews may be utilized in place of the face-to-face interview.

Please continue to refer individuals to the appropriate employment contractors as required. The employment contractors will continue to work with individuals, limiting in-person contact as much as possible.

The Department will be posting information on our website along with the SPACES Self-Service Portal encouraging individuals to submit applications, reviews or any other documentation via the portal, email, mail or fax and to contact county staff when necessary via phone instead of going into the county office.

If you have questions, contact the Policy and System Support Unit.