

Program: SNAP

Effective Date: August 25, 2025

Overview

SFN 677 SNAP Interview Checklist has been released and must be used at every SNAP interview, narrated and uploaded to the casefile. Form is available on e-forms.

Description of Changes

- 1. 101 Application Filing – Interview Process- Change**
- 2. 1005 Recertification – Change**

Policy Section Updates

- 1. 101 Application Filing – Interview Process- Change**

Overview

The SNAP eligibility determination process includes filing and completing an [application](#) form, being interviewed, and verifying necessary information. A [household](#) has the right to file an application by submitting the completed forms in person, through an [authorized representative](#) by mail, by completing an on-line electronic application, or by fax, telephone, or other electronic transmission. The household may submit the application to the North Dakota Department of Health and Human Services or any Human Service Zone Office.

All households have the right to apply or to re-apply for SNAP in writing. The eligibility staff shall neither deny nor interfere with a household's right to apply or to re-apply in writing.

Only a name, address and signature are required to apply for SNAP. The date this information is received is the [application date](#) and the remainder of the application must be completed during the interview.

Filing an Application

Signature Types and Requirements

Applications Filed on Behalf of Human Service Zone Staff

Screen for Expedited Processing

Date of Application

Applications Filed Through the Social Security Administration

Application and Re-certification Copies

Time Frame for Processing the Application

Interviews

All households applying for SNAP benefits must have an interview conducted by qualified Human Service Zone staff prior to initial eligibility determination and at least once every 12 months thereafter. Any household member over the age of 18 or an authorized representative can be interviewed. The household may bring any person they choose to the interview. The Human Service Zone must send an appointment letter to the applicant so that the household has the opportunity to participate in SNAP within 7 or 30 days. All appointment letters must be sent by regular mail. For participants that have provided an email, the Human Service Zones must provide a copy of the appointment letter to the email address provided by the participant in addition to the regularly mailed appointment letter. A copy of the email with the appointment letter must be sent to FileNet.



Note: If a participant has opted out of email notifications do NOT send email correspondence.

For EX SNAP applications, the Human Service Zone must send the appointment letter the same day as date of receipt of the application. The EX SNAP interview must be scheduled 3 calendar days or sooner if the 3rd day falls on a weekend or a holiday. For Non-Expedited SNAP processing, the Human Service Zone must send the appointment letter the same day as date of receipt of the application. All Non-Expedited SNAP applications must have an interview schedule 5 calendar days from the date of receipt.

If the household does not complete the interview within the given time frame, the household is issued a Notice of Missed Interview (NOMI). The NOMI explains the need to complete the interview by the 30th day from their application date.

The purpose of the interview is to review the information on the application and inquire about and resolve any unclear and/or incomplete information. It is also used to advise the household of its rights and responsibilities, application processing standards and its reporting requirements. The interview is conducted as an official and confidential discussion of the household's circumstances. The household's right to privacy and confidentiality must be protected during the interview.

Interviews can be conducted in-person, on the telephone or with a home visit. A home visit must be scheduled in advance with the household. The Human Service Zone Office staff must inform participants that they will schedule the interview or provide a face-to-face interview if one is requested.

SNAP Interview Checklist (SFN 677) must be completed with every interview and uploaded to FileNet using code 5 - Narrative. Eligibility Workers must narrate the date the checklist was completed and uploaded into FileNet.

Application for Review Interviews

The household is sent a Review Due notice by advanced notice deadline in the month prior to the month the [certification period](#) ends. If an interview is required, the household has the right to request an in-person or in-home interview. The notice informs the household that the interview is a SNAP application for review process requirement.

The Human Service Zone must send an appointment letter to the applicant. All appointment letters must be sent by regular mail. For participants that have provided an email, the Human Service Zones must provide a copy of the appointment letter to the email address provided by the participant in addition to the regularly mailed appointment letter. A copy of the email with the appointment letter must be sent to FileNet.



Note: If a participant has opted out of email notifications do NOT send email correspondence.

The Human Service Zone must send the appointment letter the same day as date of receipt of the application for review. All application for reviews must have an interview schedule no later than 5 calendar days from the date of receipt.

If the household does not complete the interview within the given time frame, the household is issued a Notice of Missed Interview (NOMI). The NOMI must inform the household they have until the end of their certification period to complete the interview without having to submit a new application form.

SNAP Interview Checklist (SFN 677) must be completed with every interview and uploaded to FileNet using code 5 - Narrative. Eligibility Workers must narrate the date the checklist was completed and uploaded into FileNet.

2. 1005 Recertification – Change

Overview

No [household](#) may participate in SNAP beyond the expiration of the [certification period](#) without a determination of eligibility for a new period.

[Review Periods](#)

[Application for Review Form and Notice of Expiration](#)

[Acceptable Forms for an Application for Review](#)

[Unacceptable Forms for an Application for Review](#)

[Types of Recertifications \(Reviews\)](#)

[Timely Recertifications \(Reviews\)](#)

[Untimely Recertifications \(Reviews\)](#)

[Late Recertifications \(Reviews\)](#)

[Expedited Services](#)

[Late Reviews on or Before the 15th of the Month](#)

[Late Reviews on or After the 16th of the Month](#)

[Standard of Promptness \(SOP\)](#)

[Standard Renewals \(Review\)](#)

[Application for Review Interviews](#)

The household is sent a Review Due notice by advanced notice deadline in the month prior to the month the certification period ends. If an interview is required, the household has the right to request an in-person or in-home interview. The notice informs the household that the interview is a SNAP application for review process requirement.

The Human Service Zone must send an appointment letter to the [applicant](#) . All appointment letters must be sent by regular mail. For participants that have provided an email, the Human Service Zones must provide a copy of the appointment letter to the email address provided by the [participant](#) in addition to the regularly mailed appointment letter. A copy of the email with the appointment letter must be added to the case file.

The Human Service Zone must send the appointment letter the same day as date of receipt of the application for review. All application for reviews must have an interview scheduled no later than 5 calendar days from the date of receipt. If the household does not appear for the interview, the eligibility worker must generate the household a Notice of Missed Interview notice (NOMI) immediately.

The NOMI must inform the household they have until the end of their certification period to complete the interview without having to submit a new application form. The end of the certification is the last working day of the review month.

SNAP Interview Checklist (SFN 677) must be completed with every interview and uploaded to FileNet using code 5 - Narrative. Eligibility Workers must narrate the date the checklist was completed and uploaded into FileNet.

Delayed Processing

Changes Reported After the Interview but Before the Notice of Eligibility

Changes Reported After the Review is Received (No Interview Required) but Before the Notice of Eligibility

Verification at Recertification

Notice Requirements

Documentation