



## **MEPD and TW Bulletin 23-15**

**Date:** September 29, 2023

**To:** Eligibility Services Supervisors and Staff  
Program Managers  
Regional Directors  
Regional Attorneys  
Hearings Officers

**From:** Gina Carter, Interim Deputy Associate Commissioner  
Access and Eligibility Services Program Policy  
State Office 2115

**Subject:** **SNAP Work Rules - Verbal Informing Script Update**

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The information in this bulletin will be included in a future handbook revision. Until the handbook is updated, staff must use the information in this bulletin. If you have any questions regarding the policy information in this bulletin, follow regional procedures.

Active bulletins are posted on the following websites:

- [Medicaid for the Elderly and People with Disabilities Handbook \(MEPDH\)](https://hhs.texas.gov/laws-regulations/handbooks/mepd/policy-bulletins) at <https://hhs.texas.gov/laws-regulations/handbooks/mepd/policy-bulletins>;
- [Texas Works Handbook \(TWH\)](https://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook/texas-works-bulletins) at <https://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook/texas-works-bulletins>.

## **SNAP Work Rules - Verbal Informing Script Update**

### **Background**

When the Federal Public Health Emergency (PHE) ended on May 11, 2023, FNS could no longer approve to waive SNAP interview requirements using authority under the Families First Coronavirus Response Act (P.L. 116-127).

Effective June 1, 2023, FNS used authority in 7 CFR 272.3(c)(1) to approve the waiver of SNAP interview requirements. As a result of the new waiver, when an interview is not required, staff must provide a verbal explanation of SNAP work rules.

### **Current Policy**

#### [SNAP](#)

If an interview is not required (e.g., due to a waiver or a desk review), then a verbal explanation of the SNAP work rules is not required. At a report of change when someone becomes subject to SNAP work rules, staff must make one cold-call attempt to inform the household about the applicable work rules. If the phone contact is unsuccessful, staff must not leave the information by voicemail. ([MEPD and TW Bulletin 23-05](#), 3. SNAP Work Rules Notice and Verbal Informing Script, released on March 07, 2023).

### **New Policy**

#### [SNAP](#)

A verbal explanation of the SNAP work rules is still required when processing a SNAP case action when an interview is not required (e.g., due to a waiver or a desk review). At application, recertification, or at a report of change, when someone becomes subject to SNAP work rules, staff must make one cold-call attempt to inform the household of the applicable SNAP work rules.

Staff must document the cold call attempt which includes documenting the time the call was made, whether a verbal explanation was provided and, for whom it was required in the Case Action Documentation Summary. If the phone contact is unsuccessful, staff must not leave the information by voicemail.

### **Automation**

Automation changes are not required.

### **Correspondence**

Correspondence changes are not required.

**Handbook**

Handbook updates are not required.

**Training**

Training is not required.

**Effective Date**

This policy is effective October 1, 2023.