
Conduct an interview with applicants or their authorized representatives before determining eligibility. Some programs require a face-to-face interview.

Offer applicants or their authorized representatives a single interview that covers all the programs for which they apply. For example, a SNAP interview must also cover any other programs for which the household applied. Advise people of any preliminary verifications they may bring to the interview. Give people written confirmation of the date, time, and location of their interview. Inform them they are responsible for rescheduling any interview they miss.

Units may bring anyone they choose to the interview. See [0005.06 \(Authorized Representatives\)](#).

During the interview:

- Some forms are required to be given and verbally reviewed with applicants. See [0005.12.12.01 \(Forms/Handouts for Applicants\)](#) for more information.
- Review all information on the submitted application with the applicant. If a [Combined Application Form \(DHS-5223\) \(PDF\)](#) (CAF) is submitted, remove the attached forms from the CAF and give them to the applicant. Make sure the application is complete. See [0005.12.03 \(What is a Complete Application\)](#). Review each question on the submitted application even if the client has answered "No" to the question. For those submitting an [MNbenefits](#) application, use the [Combined Application Form \(DHS-5223\) \(PDF\)](#) as a guide to determine which questions to ask.
- Refer people to Social Services if they request help with family problems or family planning.
- Explain program eligibility requirements, benefits, processing standards, and payment methods.
- Give the client brochures on assistance programs and other available services.
- Review available verifications and get client consent for 3rd-party verifications, if necessary. See [0010 \(Verification\)](#).
- If an applicant indicates they are over income or assets on the Combined Application Form, follow the provisions in [0015.72 \(Excess Assets - Applicants\)](#), [0017 \(Determining Gross Income\)](#).

Do not require another interview for people who amend an application or request an additional category of assistance if you have not acted on the original application. If you have taken action on an original application, clients must complete a new application and have another interview.

MFIP:

Inform clients of the interview options available:

- Face-to-face in the county office.
- Internet telepresence.
- At a location mutually agreed upon.
- Telephone interview.

Refer people to the appropriate county person if they request help with family violence issues. See [0005.12.12.09 \(Family Violence Provisions/Referrals\)](#). Give the client the [Family Violence Referral \(DHS-3323\) \(PDF\)](#). Provide information about counseling and support services, exemptions, and permanent residence procedures for battered non-citizens. See [0010.18.33 \(Verifying Family Violence\)](#).

Explain the living arrangement requirements to minor caregivers or minor pregnant women. See [0005.12.12.01 \(Forms/Handouts for Applicants\)](#). Refer a minor caregiver to Social Services as soon as he/she applies and alleges that he/she or the minor child would be physically or emotionally jeopardized by living with the minor's caregiver or legal guardian, or that the caregiver or legal guardian will not allow him/her to live at home. See [0012.06 \(Requirements for Caregivers Under 20\)](#).

For units with 18- and 19-year old caregivers without a high school diploma or GED, ask if the applicant wants to pursue a high school diploma or GED, or wants to pursue work. The applicant's choice must be entered on the EMPS panel prior to cash approval to get correct results. If the applicant wants to pursue a high school diploma or GED, enter "SC" on the ES option field of the EMPS panel for the applicant. MAXIS will determine this applicant is eligible for MFIP. If the applicant states he/she does not want to pursue high school or GED and wants to pursue work, enter "EM" on the ES option field of the EMPS panel for the applicant. MAXIS will determine this applicant is eligible for DWP. Record the applicant's choice in CASE/NOTES. Counties using the [DWP/MFIP Screening Questions \(DHS-4026\) \(PDF\)](#) as part of the application packet will have a documented answer to this question already available.

Explain the 60-month time limitation and that the unit may opt out of the cash portion of MFIP if a portion of the grant is not being vendor paid. See [0011.30 \(60-Month Lifetime Limit\)](#), [0014.03.03.03 \(Opting Out of MFIP Cash Portion\)](#).

If a child was previously in another case with a relative prior to the parent applying for the child, attempt to determine the circumstances. Make a child protection referral for any case that has an MFIP caregiver whose parental rights were terminated. To determine whether a parent whose rights have been terminated may be a caregiver, see [0014.03.03 \(Determining the Cash Assistance Unit\)](#).

Inform applicants EBT card cash benefits cannot be used or accessed in any liquor store, casino, gambling casino, gaming establishment, or retail establishment, which provides adult-oriented entertainment in which performers disrobe or perform in an unclothed state for entertainment.

DWP:

Follow MFIP, EXCEPT the 60-month time limit does NOT apply to DWP.

In addition:

- Conduct the interview within 5 working days of receipt of the application.
- Refer clients to Employment Services (ES) within 1 day of determining eligibility (this means from when you determine eligibility, not when you approve eligibility).
- The ES Provider MUST conduct the Employment Plan/interview within 10 days of referral.
- The ES Provider MUST notify the county agency of the ES plan approval within 1 day of signed plan.
- Issue DWP benefits within 1 day of being notified of the ES plan approval by the ES Provider.
- Include in the interview a discussion of goals, requirements, and services of the DWP.
- If child care is needed, obtain a child care application from the client before finishing the interview and forward the application to the appropriate child care assistance worker on the same day you received it. Make a referral to the appropriate Child Care Resource and Referral (CCR&R) agency if the job seeker needs help in finding a child care provider. The contact numbers for the CCR&Rs can be found in the brochure ["Do You Need Help Paying for Child Care?" \(DHS-3551\) \(PDF\)](#).
- Ensure that SNAP is available to the client. If not already requested on the application, talk with the client about the availability of these benefits as well as others, such as Workers' Compensation and Unemployment Insurance.

SNAP:

The agency must screen for expedited SNAP on the date of application. For applications screened as expedited, offer a same day interview. See [0004.06 \(Emergencies – 1st Month Processing\)](#). For non-expedited applications, an interview may still be completed on the date of application.

If a client is not interviewed at the time the application is submitted, an interview must be scheduled. Document and track the date of the scheduled interview. Counties and tribes may use SPEC/MEMO to notify the applicant of the scheduled interview. See

TEMP Manual TE02.05.15 (Notice of Interview/Missed Interview (NOMI)) for suggested text. The county or tribe must schedule all interviews as promptly as possible to ensure eligible units receive an opportunity to have 10 days to provide any needed verifications and to participate within 30 days after the application is filed. This means that the interview must be scheduled within 20 days from the application date in order to give the applicant 10 days to return any mandatory verifications.

If the application is:

- Delivered in person, give the applicant written confirmation of the interview date, time and location.
- Sent in the mail, by fax or placed in a drop box, and an interview is not completed with the applicant within 2 business days, send written confirmation of the interview date, time and location. The 1st business day is the day after the application is received.
- Submitted through [MNbenefits](#) and an interview is not completed with the applicant within 2 business days, send written confirmation of the interview date, time and location. The 1st business day is the day after the application is received.

The interview may be with any responsible member(s) of the unit or their authorized representative. Clients must be informed of the interview options available: phone, face-to-face, or at a convenient location. Based on the interview option chosen, counties and tribes MUST accommodate the client's choice. There is NO requirement that the interview must be held in the office. If an in-office interview is not done, the county or tribe must arrange for a phone interview or a face-to-face interview at a location mutually agreed upon by the county or tribe and the client.

A face-to-face home interview must be provided when a client requests and meets 1 of the following hardship conditions listed below:

- Illness.
- Transportation difficulties.
- Care of a unit member.
- Hardships due to living in a rural area.
- Prolonged severe weather.
- Work or training hours that prevent the client from participating in an in-office interview.
- Other conditions that prevent the client from participating in an in-office interview.

If a client misses the initial interview, either an in-office interview, home visit or a phone interview, you must send a Notice of Missed Interview to the client informing them of the missed interview and the responsibility to reschedule another interview. The Notice of Missed Interview is available in SPEC/LETR. For more information see TEMP Manual TE02.05.15 (Notice of Interview/Missed Interview (NOMI)). A Notice of Missed Interview must be sent even if circumstances prevent a client from completing an interview late in the 30 day processing period. For example, a denial notice can be sent 1 day after the Notice of Missed Interview has been issued to the client if the missed interview was on the 30th day of the processing period.

Do not require units to report for a face-to-face interview during the certification period. See [0009.06.06 \(Recertification Interview\)](#).

During the interview certain forms need to be verbally reviewed and provided to the applicant. These forms are:

- The [Supplemental Nutrition Assistance Program reporting responsibilities \(DHS-2625\) \(PDF\)](#).
- The [Client responsibilities and rights \(DHS-4163\) \(PDF\)](#).

During the interview, offer clients the option to receive a copy of their completed application. This can be in the format chosen by the applicant.

For more information on the additional forms that need to be provided to applicants, see [0005.12.12.01 \(Forms/Handouts for](#)

[Applicants\).](#)

MSA, GA, GRH:

Clients must be informed of the interview options available: phone, face-to-face, or at a convenient location. Based on the interview option chosen, counties must accommodate the client's choice. Do not require a face-to-face interview. The interview may be with any responsible member of the unit or his/her authorized representative.