



Ohio Administrative Code

Rule 5101:4-2-07 Food assistance: initial interview process.

Effective: April 1, 2026

(A) What is the process for an initial interview?

- (1) Upon receipt of an application, as defined in rule 5101:4-2-01 of the Administrative Code, the county agency is to conduct an interactive interview with a member of the assistance group (AG) or an authorized representative for the AG making application.
- (2) The county agency is to schedule an interview for all applicant AGs who are not interviewed on the day they submit an application. The interview notice is to contain the date and time of the interview. The notice is to also list the phone number the county agency will call when completing a phone interview, or the phone number the applicant will call to complete the interview with the county agency.
- (3) When separate applications are filed for AGs residing in the same household, each AG that has applied on a separate application is to be interviewed or scheduled for an interview.
- (4) When scheduling an interview, the county agency is to consider and attempt to accommodate any special circumstances or requests from an AG, including the AG's work schedule.
- (5) The county agency is to schedule all interviews as promptly as possible to ensure eligible AGs receive an opportunity to participate within thirty days after the application is filed.

(B) What are the options for conducting an initial interview?

- (1) The county agency may conduct an:
 - (a) Office interview;
 - (b) Telephone interview; or
 - (c) Home visit (as long as it is scheduled in advance with the AG).
- (2) The type of interview conducted is left to the county agency's discretion unless the applicant requests a face-to-face interview. The county agency is to grant a face-to-face interview to any AG that requests one.

(C) What are the standard interview practices?

- (1) The interview may be conducted with the head of the AG, spouse, any other responsible member of the AG or an authorized representative.



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- (2) When it is obvious the applicant is not mentally competent and is not able to understand the hearing rights, the applicant is to name an authorized representative to receive notices.
- (3) An applying AG is to report all changes related to its supplemental nutrition assistance program (SNAP) eligibility and benefits at the certification interview.
- (4) The JFS 01846, "Case Worksheet- Cash, Food Stamps, and Medical Assistance Interview," is to be completed by the county agency when the Ohio benefits integrated eligibility system is down for an extended period of time or a home visit is necessary.

(D) What are the county agency's responsibilities during an interview?

- (1) Review the information appearing on the application, and explore and resolve questionable and incomplete information.
- (2) Perform necessary collateral contacts and collect necessary verifications.
- (3) Conduct the interview as an official and confidential discussion of AG circumstances.
- (4) Protect the applicant's right to privacy during the interview. County agencies are to ensure that the facilities used to conduct the interview preserve the privacy and confidentiality of the interview.
- (5) Advise AGs that are also applying for or receiving Ohio works first (OWF) cash assistance benefits that time limits and other duties that apply to the receipt of OWF benefits do not apply to the receipt of SNAP, and that AGs that stop receiving OWF benefits because they have reached a time limit, have begun working, or for other reasons, may still qualify for SNAP benefits.
- (6) Confirm the AG is not subject to an intentional program violation.
- (7) In accordance with rule 5101:9-3-02 of the Administrative Code, the county agency is to comply with the Americans with Disabilities Act of 1990 (ADA) plan adopted by the county agency. This includes, but is not limited to, providing the AG with an explanation of their rights under the amendments to Title II of the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 2008 and offering additional screening to any individual that discloses, has, or appears to have a physical or mental condition that substantially limits one or more major life activities.



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- (8) Notify the AG of their right to request a copy of their completed application.
- (9) Confirm that a member of the AG has not been convicted of and is not out of compliance with the terms of the sentence for crimes described in rule 5101:4-2-03 of the Administrative Code. The county agency is to document the individual's attestation in the case record.
- (10) In accordance with rule 5101:4-3-11 of the Administrative Code, determine if each AG member is subject to one or more work requirements by screening for exemptions from the work requirements.
- (11) Advise AGs of their rights and responsibilities during the interview, including the appropriate application processing standard and the AG's responsibility to report changes. This includes:
 - (a) For each individual determined to be subject to a work requirement, a comprehensive oral explanation of each applicable work requirement that includes:
 - (i) The general work requirements;
 - (ii) The able-bodied adults (ABA) work requirement, time-limit and process for regaining eligibility after reaching the ABA time-limit;
 - (b) The AG's responsibility to report changes in accordance with rule 5101:4-7-01 of the Administrative Code; and
 - (c) The availability of SNAP employment and training (E&T) services for individuals who would be appropriate for referral to SNAP E&T in accordance with rule 5101:4-9-01 of the Administrative Code and asking if they wish to be referred to SNAP E&T.
- (12) Ensure each member of the AG subject to a work requirement receives a written notice during the certification process that includes the following information:
 - (a) The applicable work requirement including:
 - (i) The general work requirements described in rule 5101:4-3-12 of the Administrative Code; and
 - (ii) The ABA work requirement described in rule 5101:4-3-13 of the Administrative Code.
 - (b) Exemptions from each applicable work requirement;



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- (c) The process to request an exemption, including contact information to request an exemption;
 - (d) Rights and responsibilities of each applicable work requirement;
 - (e) What is necessary to maintain eligibility under each applicable work requirement;
 - (f) Pertinent dates by which an individual is to take any actions to remain in compliance with each applicable work requirement;
 - (g) Consequences for failure to comply with each applicable work requirement;
 - (h) The process for requesting good cause, including examples of good cause circumstances and contact information to initiate a good cause request; and
 - (i) Any other information the county agency believes would assist the AG members with compliance.
- (E) What happens when an AG misses its interview?
- (1) The county agency is to notify an AG of its missed interview appointment by using the JFS 04218 "Notice of Missed Interview" or the Ohio benefits integrated eligibility system equivalent, in accordance with rule 5101:4-5-07 of the Administrative Code and inform the AG they are responsible for rescheduling a missed interview.
 - (2) When the AG contacts the county agency within the thirty-day application processing period, the county agency is to schedule a second interview.
 - (3) The county agency is not to deny an AG's application prior to the thirtieth day when the AG fails to appear for the first scheduled interview.
 - (4) When the AG requests a second interview during the thirty-day application processing period and is determined eligible, the county agency is to issue prorated benefits from the date of application.