

C. DATE OF APPLICATION

The date of application is the date the applicant submits a DFA-2, in person, by fax or other electronic transmission or by mail, which contains, at a minimum, his name and address and signature. When the application is submitted by mail or fax, the date of application is the date that the form with the name, address and signature is received in the local office.

NOTE: When a faxed or other electronic transmission copy of an application is received that contains a minimum of the applicant's name, address and signature, it is considered an original application and no additional signature is required **to protect their application date.**

When the application is submitted by inROADS, the date of application is the date the application is electronically signed or the signature page is received. These forms must be date-stamped when received.

NOTE: When the applicant has completed an in-office interview and there is a technical failure that prevents printing the DFA-2, Form DFA-5 must be signed by the applicant. Form DFA-RR-1 must also be completed and signed. He must not be required to return to the office to sign the DFA-2 when a DFA-5 has been signed. However, completion of a DFA-5 alone, without a corresponding application in RAPIDS, does not protect the date of application.

When a new DFA-2 is not required, the date of application depends on the situation. See item A above.

D. INTERVIEW REQUIRED

An interview is required when an application form is required. See Application Forms above and Section 1.3 for situations when an application form is not required. See item E below about authorized representatives.

All individuals who apply for SNAP benefits using any method, are interviewed **by phone unless the individual chooses to be interviewed face to face.**

When an interview is completed by phone, an application form is still required. If the client submits an application form with only a name, address, and signature to protect their application date, the customer must provide another signature attesting the information provided during the phone interview is accurate.

If the client provided enough information to determine eligibility but the Worker discovers discrepancies or additional information from the interview, it is not necessary to send the client another application for signature. Instead the Worker documents in the case record the differences.

EXAMPLE: An application is received providing income, household composition, and utility amounts. During the interview, the Worker discovers there is a rent obligation. It is not necessary to require another signature or updated application.