

Face-to-Face / Telephone Interview What Do Workers Think?

Interview Type	Pros	Cons
Face-to-Face	Can get better information - communication is more clear	Too much traffic in the office
	Eligibility worker meets the client, gets a sense of what they need, can detect fraud better	Interview generally takes much longer - reduces available time for case processing and case maintenance
	Easier to refer client to other services and resources	Some clients are there to socialize
	Less back and forth with verifications, less follow-up required	Discourages participation
Telephone	Accommodates clients from large geographical area, areas where little or no public transportation, elderly/disabled, and working families	Sometimes multiple attempts required before making contact
	Generally much quicker than a f-2-f interview - easier to stick to the business at hand	Cannot see the client, more difficult to pick up on inconsistencies
	Workers can better manage their time, a plus in this day of high caseloads	Technical issues from use of phone, dropped cell phone calls, caller ID blocking, etc.
	Workers better able to control the interview	Cultural change for some workers
	Seems to encourage increase in participation	More error-prone