

Telephone Interviewing Supports

- Technical
 - Headsets
 - Telephone upgrades to address issues with voice mail, out-of-state area codes, caller ID blocking, etc.
 - Limited English Proficiency (LEP) considerations, Language Line, etc.
- Operational
 - Office configurations
 - Resources, duty schedules, etc.
- Training
 - General interviewing skills as well as listening skills
 - Policy refreshers
 - Processing summary sheet
 - Job aids
- Revised SNAP application
 - Capture alternate telephone numbers
 - Best day and time to call for interview
- Pre-filled recertification forms
 - Existing information from case record pre-populated
- Piloted Call Center to answer questions, screen new applications for expedited benefits, and conduct “on demand” interviews
- System-generated appointment letters (telephone and face-to-face)
- System-generated Notice of Missed Interview (NOMI)
- Policy/procedural changes
 - Standard medical deduction – (\$90)
 - Verification “reforms”
 - Broad-based categorical eligibility (eliminates asset test)
- Other considerations
 - Modernization (document imaging, statewide call centers)
 - Policy initiatives to streamline processing
 - Eligibility worker specialization (case banking)
 - Cultural mindset (buy in from the top-down)

