

Belit Burke, SNAP and Youth Services Programs
 Manager

Authorized Signature

Number: SS-PT-12-021

Issue Date: 08/31/2012

Topic: Food Benefits

Transmitting (check the box that best applies):

- New Policy
 Policy Change
 Policy Clarification
 Executive Letter
 Administrative Rule
 Manual Update
 Other: Special project announcement

Applies to (check all that apply):

- All DHS employees
 County Mental Health Directors
 Area Agencies on Aging
 Health Services
 Children, Adults and Families
 Seniors and People with Disabilities
 County DD Program Managers
 Other (please specify):

Policy/Rule Title:	SNAP No Interview Demonstration		
Policy/Rule Number(s):	OAR 461-115-0230	Release No:	
Effective Date:	09/01/2012	Expiration:	
References:			
Web Address:			

Discussion/Interpretation:

The SNAP program has been approved to waive the interview requirements for specific pilot offices starting on September 1, 2012. These pilot offices will be testing what effect the interview has on SNAP accuracy. The pilot will run for 15 months, until November 30, 2013. At the end of the pilot, all of the data collected will be reviewed to determine if the demonstration project was successful.

Participating offices:

The pilot offices that will be participating are:

- Alberta SSP;
- Beaverton APD;
- Beaverton SSP;

- Eugene AAA;
- Hillsboro APD;
- Hillsboro SSP;
- New Market SSP;
- NE Portland SSP;
- North Portland Processing Center;
- Ontario APD;
- Ontario SSP;
- Oregon City SSP;
- St Johns SSP;
- Tigard APD;
- Tigard SSP;
- Washington County Processing Center;
- West Eugene SSP.

The control offices are:

- Ashland SSP;
- Cave Junction ;
- District 8 PC;
- East Portland;
- ERDC PC;
- Portland Metro PC;
- Grants Pass APD;
- Grants Pass SSP;
- Gresham SSP;
- Hermiston MSO;
- Hermiston SSP;
- Integrated Services;
- Medford DSP;
- Medford SSP;
- North Clackamas SSP;

- North Salem NWSDS ;
- North Salem SSP;
- Rogue Family Center;
- SE Portland;
- Teen Parent;
- W Medford Ext Branch.

Computer Coding

The only change in coding for this pilot is a new **Household type of: NIC**. **NIC** stands for “No Interview Completed.” Cases that are processed in pilot offices will be coded with this, and the coding needs to remain on these cases even if the case is transferred. There are not any edits associated with this “HH” type, but it is important that the coding remains on the case for the entire pilot period.

Case Transfers

Due to the data collection that is necessary for this pilot project, where applications are processed is very important. No wrong door policy is still DHS policy, but it will be necessary for it to change in some ways. Offices that are participating in the pilot need to ensure that the applications that they process are completed with no interview. In order to do this the pilot and control offices will:

- Accept the application from any client that comes into their office;
- Ensure that the client has an EBT card, even if they are a new client and a case has not been set up for them (they will set up the case);
- The client will be informed about the new process, and where the application will be sent based on the current process for determining where an application should be based on zip code and the agreements between SSP and APD/AAA offices;
- The office will then scan the application and send it to the appropriate office with a subject line that indicates this is an application from an office participating in the SNAP No Interview project. For example:
 - **Subject: SNAP NIC EXP.**

Data Collection

As part of the data collection to test how well this project worked in the pilot offices there are control offices which will also be collecting data. (Control offices will not change their process in regards to the SNAP interview during the pilot period, however, they will collect data.)

Each pilot office will have a control office that they are matched with and similar data will be collected from both offices. The data that will be collected for this project for

both pilot and control offices is a combination of information from the DHS mainframe and the new Siebel Intake log. The Siebel intake log will capture information about:

- The number of interviews that are scheduled;
- The type of interviews that are conducted (face to face or phone);
- How long was the interview;
- For pilot offices, did the worker contact the client about any eligibility factor.

Weekly Conference Calls

For staff that will be participating in the pilot project there will be weekly conference calls. The conference call will be an opportunity for staff to ask questions about process, policy and the Siebel intake database. The conference call schedule and call in information is 10:00 – 11:00 a.m.:

- Wednesday, September 12, 2012;
- Wednesday, September 19, 2012 ;
- Wednesday, September 26, 2012;
- Wednesday, October 3, 2012;
- Wednesday, October 10, 2012;
- Wednesday, October 17, 2012;
- Wednesday, October 24, 2012;
- Wednesday, October 31, 2012.

Call in:

866-249-5325

Participant Code:

543733

Implementation/Transition Instructions: Review transmittal in staff meetings.

Training/Communication Plan: Training has been provided to all pilot offices in person by policy unit staff. Siebel Intake database training has been provided through webinars for both pilot and control offices.

Local/Branch Action Required: Apply new policy for actions effective 09/01/2012

Central Office Action Required:

Field/Stakeholder review: Yes No

If yes, reviewed by:

Filing Instructions:

If you have any questions about this policy, contact:

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