

SNAP No-Interview Pilot

Conference Call Notes

Sept 12, 2012

Represented: SNAP Policy (Dawn Myers, Heidi Wormwood, Kate Scott, Marilyn Hansen, Rosanne Richard, Sandy Ambrose), D2 (Danielle Donahue, Kim Patterson, Kat, Anna, Barbara Cole, Dorothy Fuller), (Elizabeth Runte), D8 (Karen Smith, Bernadette [APD]), D12 (Roberta Shimp), D14 (Liz, Tanya, Maria), D15 (Cheryl Bashaw), D16 (Karen Alexander, Linda Wayne, Ruby Caraet-Wirfs, Jorge, Robin Shaw, Patty Carr, Christina, Rishona, Dwight, Jenny [APD])

Facilitator: Dawn Myers

Dawn began with a brief summary of the no-interview project, including the use of matching treatment (pilot) and control (non-pilot) offices. She then asked field staff to tell us how the project is going and to raise concerns.

These notes summarize the comments made and questions asked.

Staff and Client Reaction

- Almost universally, clients and workers like the new process. There have been very few requests from applicants for an interview.
- Front-desk staff need to do better screening at the front desk to prevent receiving so many incomplete applications. This will help limit pending and ensure faster benefit issuance. Some mentioned that front-desk staff need more training, while another stated that their AS2's resented having to "screen" applications, believing it to be work out of class. Dawn emphasized that we are not asking reception staff to do anything new or to determine eligibility: quickly scanning the application for incomplete or missing information should be standard procedure. Without an interview, gaps in the application become much more of a workload issue.
- Many branch offices experienced a crunch at the end of August with increased staff absences and the normal post-summer increase in need. Most are catching up, but have not yet found time savings in the no-interview intake. Our hope is that the savings will come with more experience and shared information about best practices.
- There is confusion about SNAP-medical combo cases, which are common state-wide. Within the pilot branches, both SSP and APD, there should be no interviews for these clients unless they request one. This includes Medicaid applications for AAA/APD offices. In the pilot offices, an interview is not required.

Issuing EBT Cards

- Most walk-in branches issue cards to those needing them when they turn in the application: some others, mail the card and encourage the client to set a PIN via phone or on-line.
- One branch calls clients to ask if they prefer the mail or want to stop in for a card. That is good customer service.

- Dawn will send out draft language for the EBT flyer soon. Even though it was originally designed for processing centers, other offices are welcome to use the flyer when available.

Pending Issues & Application Updates

- When applicants have roommates, can we assume they are splitting the rent? No. The client must be contacted and asked if that is unclear.
- There is a yes or no question about any member of the household being a student. If there is nothing to indicate school attendance, can we assume there is no student? No.
- When staff have to contact applicants for information, this does not count as an interview. For the purposes of the evaluation, it is important to keep track of the eligibility areas (e.g., household comp) that prompted contact.
- Several edits were made to the 8/12 and 10/12 versions of the 415F to collect more information and short-circuit these problems. Both versions allow old stock to be used. There will be no automatic distribution of the October update. However, pilot branches may want to shift their stock to control branches when the new print versions become available.
- The SNAP recert mailout for cases expiring October 31 will use the 10/12 update.

Siebel Access

- Branches that were piloting Siebel before the no-interview project will continue to use it to track cases. These are the SSP offices in Oregon City, West Eugene and Ontario. Other pilot offices will use the spreadsheet sent out by Dawn until the technology catches up.
- Anyone in the Siebel offices having trouble getting access for their staff should send staff names and OR #s to Dawn. She can take them directly to the source and get access.

Sharing Q&A, Best Practices

- Two districts mentioned that they have started compiling Q&A documents and asking their branches for process ideas. Dawn asked that these be shared with her so we can help everyone shake the bugs out as soon as possible.
- The SNAP Webtools on-line page will be updated to include a link to these materials for the no-interview project. Because the web update is not done by SNAP staff, Dawn can't estimate when it will be ready.

Follow-Up Issues

- Dawn sent a transmittal this month (9/14) with Q&A already compiled from training and meetings held before the project launched.
- District 16 is interested in how full-service branches without banked caseloads are handling electronic applications (CAPI and EDMS). In D15 SSP the caseloads are banked. CAPIs are all assigned to one person (two, if needed); the 1st page of EDMS applications are printed out and bundled with paper applications to be processed in order.

- Can TANF denials be added to the drop-down menu on Siebel for tracking?
- Belit mentioned that a governance group will be established to guide the pilot project and provide consistency. As much as possible, we want to fold this effort into ongoing procedures.
- Medical was added to the on-line application (CAPI) without medical-specific questions. For example, the application asks if someone has a car, but nothing more. Applicants may have to be contacted for some details, but it does not count as an interview unless they request one. Workers should make sure to indicate on the intake log the reason for the contact.

A final request to share your questions and best practices. The conference calls will happen weekly as long as needed. Thanks to everyone who took part!