

SNAP No-Interview Pilot
Conference Call Notes
Sept 19, 2012

Represented: SNAP Policy (Belit Burke, Dawn Myers, Heidi Wormwood, Marilyn Hansen, Rosanne Richard, Sandy Ambrose), D2 (Thany Nhoung, Anna, Kat, Hillary, Misty, Sophanna), D5 (Elizabeth, Richard, Christina), D14 (Dan Ramirez, John Briscoe, various branch staff), D15 (Cheryl Bashaw, Nancy Alioth, Laura Cox), D16 (Robin Schultz, Linda Wayne, Ruby Caraet-Wirfs, Jorge, Victor, Kristina), D14 APD, Business Transitions

Facilitator: Heidi Wormwood

D14-SSP opened the discussion saying that the process was going very well in their area, everyone seems to have adjusted to the changes, client's are in and out of the office in a short time (15 min), quieter lobby. Many applications are processed in 24 hours (77%). Pending less than expected-most pends are income related. Screening of applications need to be better-checking for signatures, completed questions, etc.

Question: D16-SSP asked how other areas were assigning daily work?

Answer: D14 was using the same intake model. Using the ESB to assign "intakes." Management is also tracking pends and the reason for pending applications. Of 65 applications, 15 were pended. They are also part of the Siebel pilot.

D15 has a banked caseload. Inventory of work is done every morning and work is assigned according to how many EX SNAP and New applications there are (including CAPI). Work is prioritized. Every application is scanned into EDMS and added to Siebel intake log.

How tracking this? Nancy (mgr) stated that they look at TRACS narratives from the day before to monitor work completed. At the end of the day, applications were not processed, are turned back in. Also pending items are returned to original worker. Currently Oregon City is only 2 days out on EX SNAP and New applications. Recerts are further out, but they started the month with a serious back-log. Plus, September is the highest month for recerts.

Most areas were not bundling packets and assigning to workers. D5 SSP commented that they had started the process by bundling, but quickly found it to be an ineffective way to distribute work and quit at the recommendation of Stefanie Primacio. It was a huge work load on managers and workers would often "cherry pick" which applications to process from their bundle.

Question: What is happening with Voter's registration?

Answer: St John's in D2 and Oregon City-D15 says it is part of what reception asks each client. It is part of the up-front screening process.

There was a request for Dawn to modify the Excel intake spreadsheet to monitor pends and the pend rate and reason. This will be brought to the Governance group to make sure everyone is on board and not being asked to do more than they need to for this pilot.

Belit spoke about the Governance group that is currently being put together. It will include leadership, analysts, continuous improvement, and data collectors, etc. This group will help advise and provide additional support for this project.

Question: From D2 SSP—if client applies for TANF and SNAP and is a No-show for SNAP, should the SNAP portion be processed No Interview (NIC)?

Answer: Yes it should be processed NIC, however the question remains on whether it should be scanned to the correct branch on zipcode or processed where they submitted. Belit suggested they follow their current district procedure.

Question: APD Ontario branch asked about the revised 539A—they can't find it on form server. They only have the updated pre-filled in one.

Answer: Dawn will follow up with Karen Gulliver-with APD Field Services to find out what is going on with paper 539A.

Question: How many applications are workers processing on average with SNAP No Interview?

Answer: D5 reported workers processing 8-14/day on an average 8hr day (4/10ers doing more than that)

D2 NEPC reports 15-20 applications are batched out to workers-some of these will have medical to process too. Support staff assign the work to each worker. At the end of the day, any left over applications from their bundle is turned “red” on the spread sheet so they can be returned to the same worker the following day.

D2 Alberta also reports that they do not distribute packets of work, instead use the electronic scheduling board (ESB). Most workers are assigned between 10-15 to process. They also process their own pends.

They would like to see columns added to spreadsheet that shows when the application was assigned and when it was completed. In Alberta, a master scheduler who sits behind reception assigns the cases to workers (SNAP-30 min, SNAP/MED 45 min)on ESB.

They also take care of scanning applications to other branches. They are still ironing out their processes. Master scheduler has a lot of work. A better screening, and the answering of all questions will help with needing to pend or contact the client.

They have a written process and flow chart, as well as how and when to transfer to other districts. They will share with Dawn and/or Heidi so the whole group can benefit from their process.

Question: D16 asked how they could work with their APD to iron out the transfer process.

Answer: Dawn has been working with mgmt at D16 APD. They currently have a meeting scheduled for this Friday. Dawn invited Robin to attend, but she is booked all day with meetings. Dawn will try to reschedule the meeting so that Robin can participate.

Question: D15 asked if the Notm 7832R had to be sent to client. They would like a paper version to send along with their flyer.

Answer: D5 has a separate notice they send out which includes the R&R. It also gives the contractor information, etc. Dawn will get a copy of it and share with the group.

Question: Does the 853 and 854 have to be given/sent out if the Approval notice in SRS gives them their reporting requirements? Can the 853 be added to NOTM? Does it have to be narrated?

Answer: SNAP policy will check with 853 can be added to NOTM, might be too big for only 1 notice.

The 853 can be handed to clients before they leave, but it should be clearly explained that it is for reporting changes if they are in SRS.

Dawn had concerns that not all cases are placed into SRS initially (like EX SNAP that is pended).

The 854 will go to the Forms group to decide if it can be removed all together.

Question: D2 NEPC asked when the EBT letter would be available

Answer: Dawn said a copy of the EBT letter script was already shared with managers. It will also be on the SNAP webtools.

EBT card: D15 contacts client to find out if they want to come in or have their card mailed. If client is not contacted, they mail them a card. It doesn't appear that anyone else is mailing EBT.

Question: On a SNAP/Medical combo are we required to track contact made with client for Medical.

Answer: No, not at this time. You can mark you contacted them about "information for other programs."

Question: How will we monitor if our error rate increases dramatically and can the state withdraw from this pilot.

Answer: No, the Governance group will keep an eye on our QC and Tartget review error. Most likely, can't bow out due to the funding that we have already rec'd.