SNAP No Interview Demonstration Project
Questions and Answers

Notices

1. Can the number of lines on NOTM be expanded to include additional information, and can email lines be added to the worker contact information?

   Yes. The notices will be updated with this information.

2. Will notices be sent in multiple languages?

   Approval notices will be sent by the computer system in the language that is coded on the FSMIS computer screen. NOTM can be coded with the language to send the correct translation to the client, except for Spanish notices. Spanish notices are accessed with NOTM,SP.

3. Will the recert applications that are currently auto sent from Salem still contain the cover letter that asks what type of interview would the client like?

   There will not be any changes with the recert mail out project. The pilot is only occurring in 17 branches, and there will be many areas that are unaffected by the pilot. When the client submits the form, this information should be used to assist with contacting the client if additional clarification is needed.

4. Will the new NOTM denial notices be available in Spanish?

   Yes NOTM,SP will be updated with all of the revised denial notices for the project.

Intake log

5. Is there a history tab on the Siebel intake database?

   No. The latest information will be saved, and there will not be a record of earlier versions of the information.

6. Do all applications need to be tracked with the intake database?

   Yes. This will be a log of the applications that are processed in your office and should include all applications.

Computer Coding

7. A SNAP case was coded with NIC (No Interview Completed) and the client requests to be speak with the worker about the decision. Does the NIC household type remain on the case?

   Yes. This is a NIC case even though an interview has been conducted. The intake database will need to be updated with the interview information (interview type, and time).

8. Who codes the NIC household type on the case?

   The household type is coded by the worker at the time that the case is being set up on line. Once on a case it will not be removed.

9. What happens when a client moves and their case is transferred to a non-pilot office? Does the NIC household type get removed?

   No. The NIC household type needs to stay on the case because the case has been processed with no interview.

10. Is the NIC household type like NED? Will it mess up the coding on my case and give me error messages?

    No. The NIC is just an indicator which will allow us to identify these cases.

Contact with clients

11. At what point does assisting a client with completing an application become an interview?

    Assisting a client with completing the application is not considered an interview. If there is additional clarification that is asked outside of recording the specific answers to questions, this will be captured in the intake log in the section about contact. It is important to still offer application assistance when the client requests. At the point that the worker has asked clarification about all 7 areas it is then considered an interview.

12. If a client indicated on the online application, or on an EDMS application that their preference would be for a face-2-face interview—is this considered a request for an interview?

    No. The process has changed for pilot offices. The application should be processed with no interview. The application packet will not be changed for this project, so the client is just responding to how they would like to be interviewed. This is not considered a specific request for an interview.

13. Will pending be considered contact with the client, and need to be tracked on the intake database?

    No. Only indicate the contact areas in the intake database if the worker has spoke with the client to clarify information from the application.

14. Should companion SNAP-presumptive medical cases and service cases be included in the pilot?

    Yes, these cases will be part of the SNAP No Interview project. They should be coded with the NIC household type. For any clarification that you receive from the client in regards to the SNAP eligibility, capture that in the intake database.

15. What is the difference between an interview and just asking clarifying questions?

    An interview encompasses all aspects of SNAP eligibility. A clarifying question is about one specific topic, for example shelter or income. It is still not considered an interview if you have more than one specific question as long as all of the eligibility factors have not been reviewed with the client.

16. Should contact with the client be tracked if they are in the office and I asked them clarifying questions about the application?

Yes. This information should be included in the Excel spreadsheet or the Siebel database. If you pend the client for clarification, this does not need to be tracked.

17. Should I call my client before sending a pend notice?

    If the information can be gathered over the phone, because it is just clarification or it is something that we accept client statement for then try to contact by phone. If the information will need to be verified, for example income, a pend notice should be sent.

18. Does contact with the client about a denial remove the hearing requirements?

    No. A client always has the right to request a hearing about the decision that has been made on their case. Discuss the denial with the client, gather any new information if necessary and track this as an interview on the intake log that your office is using. If the client requests a hearing follow you local office process to complete the hearing request.

Applications

19. Should the pre-filled ACCESS recert applications be used?

    No. Blank applications should be sent at recert for SNAP clients to complete.

20. When will the 539A revision be available? Has it been changed for the pilot?

    The 539A will be available in early September. There have been some changes made in preparation for the SNAP pilot, to assist in getting more complete information from applicants.

21. Should an office ask a client how much time they have when they come into an office to apply for benefits in order to determine if the client should complete a full application or filing page only?

All clients who come into DHS requesting information about applying for SNAP benefits should be encouraged to at a minimum establish a filing date (name, address and signature). This process should not change with the SNAP no interview demonstration.

22. For APD/AAA offices, what if I also have a medical application, do I still need to interview the client?

    No. During the pilot period SNAP/medical combination cases will not need to be interviewed. If you are reviewing **medical only** in an APD/AAA office you will need to interview the client. It is only for SNAP combination cases that no interview will be required for either case.

23. If a client originally applied for TANF or ERDC and then does not show for the appointment, what should be done with the SNAP?

    It should be processed as a NIC (No interview) case. Code the household type of NIC and process. This case will remain coded as NIC even if the TANF or ERDC is later processed.

24. What should be done with applications that are in the “No show” bucket on 9/12012?

    These cases can be processed as No Interview Cases (NIC). Check with your local leadership team for your branch process.

25. The 415F no longer asks what the primary source of heating is. Should staff be contacting all clients if the source of heat is unknown?

    No. The question has been changed to ask “Do you pay to heat/cool your home?” If the client answers yes we would give FUA. It is not required that ask additional information.

Other questions

26. Did we receive money for this grant? What is it being used for?

    This grant does fund Marilyn Hansen’s project coordinator position to conduct all of the reviews for pre/post implementation and work with the branch offices.

27. How does this project impact Interim Change Reports?

    It will not affect that process at all. This project just removes the requirement to schedule and conduct an interview with initial or recertification applications.

28. Can clients still request hearings?

    Yes. Clients always have a right to a hearing because of the decision that was made on their case.

29. What would make this demonstration successful/unsuccessful?

    The project is testing what affect the interview has on SNAP accuracy. A success would be that once we review the NIC cases the accuracy is the same as the cases that were reviewed prior to the implementation. The demonstration would be unsuccessful if we determine that the NIC cases had a higher error rate.

30. Will fraud be tracked through this project?

    The number of cases referred to the investigation unit will be tracked and reported as part of the data collection for this project.

31. Will it matter how long it takes to process a SNAP application?

    The amount of time it takes to process a SNAP application will be monitored and the information will be provided with the data collection to our evaluator--Mathematica. Customer service is an important aspect of all SNAP eligibility, and it is always important that clients receive SNAP benefits as soon as possible.

32. Will we still be reviewed by QC? Will QC "forgive" us for errors found during this project?

    The QC process will not change during the project. If one of your cases is selected the case will be reviewed in the same way it is for branches not in the project.

33. I am worried about transferring clients back and forth between branches because of No Wrong Door, how do we deal with this and keep up good customer service?

    A client will still be served in whatever office they come into. The application will be accepted, and directed to the appropriate office. The client should receive information about which office will have their case, so they can contact them in the future with questions. It will also be important to set the client up with an EBT card if they do not currently have one.

34. Are offices required to use the NOTM for OFSET? Our office uses a paper referral process to make the referral to the contractor.

    It is fine for offices to use their current process, as long as they include the language about all exemption reasons in the notice that they are giving to the client.

35. Will the process be different for residents who are in Alcohol and Drug treatment, and have an authorized representative from the facility apply for benefits for them?

    These cases will be included in the SNAP No Interview Demonstration if the case is held by a pilot office.

36. When does the project end?

    The project ends November 30, 2013.