

Note to reviewer: For some applicants/clients the location of SNAP Office may be difficult to find or difficult to get to therefore inhibiting program access. While the local office may not have any control over the following, consideration should be given to the items listed. The reviewer may want to include the following at the end of the report as suggestions to improve program access.

Local Office:**Date of Review:****Reviewer:**

	Yes	No	Comments
EXTERIOR OF THE BUILDING			
Is there a visible sign on the building that clearly identifies it as the (Human Services/SNAP) office?			
Is the office, conveniently located and easy to find?			
Is ample parking available near the facility?			
Is the area safe and well-lighted?			
Are the hours of operation posted on the exterior of the building?			
Are there any obvious building access issues for persons with disabilities (such as sufficient handicap parking spaces, electronic doors, ramps etc.)?			
Does the facility have a drop-box, mail slot, or other means that customers can use to drop off applications and or other information?			
If yes, where is it located- inside or outside the building? If yes, is it well labeled/handicap accessible?			

Local Office:
Date of Review:
Reviewer:

Note to reviewer: The design and layout of a SNAP office can affect program access. It is important to have sufficient seating, space for lines to form, and privacy for interviews. If clients enter an office and see long lines with no place to sit, people may leave without submitting an application. Small touches, such as the way the chairs are set up or the direction the line is formed can make a big difference in the atmosphere/flow of a local office.

LOBBY/WAITING AREA	Yes	No	Comments
Is the lobby/waiting area welcoming, clean, and neat?			
Does the lobby entrance door allow adequate passage so persons who use wheelchairs, walkers, crutches, and other mobility aids can get through the door?			
Is the “Rights and Responsibilities” posted in the lobby/waiting area?			
Is the “Justice for All Poster” Displayed?			
Are the hours/days of operation posted in the lobby/waiting area?			
If the office is located in an area with public transportation, are bus schedules available in the lobby/waiting area?			
Is there a phone in the lobby available for customer use?			
Does the lobby/waiting area provide adequate seating to accommodate all participants waiting for services?			
Does the lobby/waiting area provide a play area for children?			
Is adequate access to the office provided for disabled participants?			
Is adequate access to the office provided for people with strollers?			

LOBBY/WAITING AREA	Yes	No	Comments
Are SNAP applications available in the waiting room/lobby?" Note to reviewer :If applications are not in plain view, follow up with more questions to find out how easily an interested person can obtain one			
Notice of right to file. Are signs posted in the certification office which explain the application processing standards and the right to file an application on the day of initial contact?" Note to reviewer: Signs are to be posted in the certification office which explain the application processing standards and the right to file an application on the day of initial contact in accordance with 7 CFR 273.2(c)(4).			
If clients are using lobby computers to apply for SNAP, is the area set up to accommodate privacy?" Note to reviewer: The applicant/customer has the right to expect privacy from the agency they are providing information to in accordance with 7 CFR 273.2(e)(1).			
Are pamphlets and brochures about other services/assistance programs available (Low Income Home Energy Assistance, health care, child care, nutrition, housing, transportation services etc) displayed in an accessible area of the waiting room\lobby? List types of pamphlets/brochures available in comment section.			
Are any of the above materials available in another language?, if yes, list.			
Is any of the information material displayed related to other Food Assistance Programs? WIC ____ CSFP ____ TEFAP (i.e., Food Banks) ____ Other ____			
Is there a place in the lobby/waiting area that customers can use to complete paperwork? – (i.e., desk and chairs)			
Is the front desk well-staffed?			

LOBBY/WAITING AREA	Yes	No	Comments
Is the process of being served well-organized and easy for clients to follow? (Are there greeters, kiosks, or directions telling people what to do, where to go?)			
How many people are waiting to be served?			
Note how long the average wait time is for clients.			
In the reviewer's opinion, does the office meet the needs of the participants/ what kind of impression is conveyed?			

Other Observations/Comments/Suggestions: