3. LOCAL OFFICE INTERFACE WITH ONLINE APPLICATION PROCESSING

Depending on the office, the process of who addresses these questions may vary. However, all questions should be answered in some form or fashion. Use a combination of observation, interviews, and case file reviews to answer the following questions.

1. Describe the local office's involvement in accepting, screening, and processing online applications.

2. Describe the office space provided for applicants to apply online.

   a. Are there kiosks or computer terminals available for applicants to apply online at the local office?

   b. Is staff available to assist applicants?

   c. Is there sufficient privacy so others cannot easily see the information being entered?

   d. How can an applicant print a copy to keep?

3. Describe any other services the local office provides to assist customers in the application process (e.g. use of telephones, fax machines, copy machines, availability of other spaces in the office or outside the office to complete paperwork associated with applying for benefits).

4. For systems with e-signature capability, describe the local office's role in processing online applications.

   a. What date is used for the application filing date?

   b. What date is used when an online application is filed outside of normal business hours?

   c. What is the work flow process and timeline for the application to be given to the worker?

5. For systems without e-signature capability, describe the local office's role in processing online applications.

    a. What must applicants do to get a signed application in the system for processing?

    b. What file date is used in these instances?

    c. What is the work flow process and timeline for the application to be given to the worker?

6. Describe the local office's role in screening online applications for expedited service.

7. How does the local office track the timeliness of processing applications?

8. Is there any difference in the local office's statistics on application processing timeliness (expedited/30 day) based on the method of filing – online, fax, mailed, dropped-off, etc?

9. Describe how and when interview appointments are scheduled for online applications.

10. Can online applications be viewed electronically by local office staff before/during/after the eligibility interview? Explain.

11. Can online applications be modified or completed electronically by local office staff before/during/after the eligibility interview? Explain.

12. When an online application is completed, can the customer see and/or obtain a copy of the entries that have been entered thus far that will be used to determine eligibility?

13. Does the online application process provide applicants with confirmation that they applied online?

14. Is the client able to see the status of their case online after submitting the application?

15. What happens when a client submits multiple online applications?" (This speaks to program access, workflow considerations, and their multiple application policy.)