

3. TELEPHONE SERVICE/CALL CENTER REVIEWS

A. Telephone Contact with the Local Office

Local Office:

Address:

Phone Number: (

Date and Time of Contact:

Name of Reviewer:

Call directory assistance to see if the local office's telephone number and address are available. Then contact the local office to find out who answers the phone (person or voice mail) and how helpful the person is in response to the questions listed below. Also call the local office after hours to identify if the office has a recording to provide office hours and other helpful information. For obvious reasons, do not identify who you are on the call and do not give an address for them to mail an application. Be aware of the office's address and zip code so that you can supply your zip code, in case the person asks if you are calling the correct office. If pushed for this information, indicate that you are still thinking about applying and will re-contact them if you decide to apply.

You can ask for yourself or for a relative (e.g., Aunt). Document the responses. If possible, have a bilingual staff person call and ask the same questions in Spanish (or other appropriate language). Use the "After Hours Call" section to summarize the results of that call. *Note to reviewer: Conversation needs to flow so you **need not** follow this script exactly. Also not all offices use the term SNAP, therefore adjust questions accordingly.*

1. I need some help. What do I have to do to get SNAP? Do I have to come to the office to apply?
2. What time can I come in today to apply?
3. How late would someone be there for me to talk to?
4. What do I have to bring with me? *Note to reviewer: See 7 CFR 272.3 (f)(1) for 1) list of mandatory verification items.*
5. How long does it take to apply?
6. How long does it take to get SNAP? *Note to reviewer: Normal processing no later than 30 calendar days 7CFR 273.2(g). Expedited service-no later than the 7th calendar day 7 CFR 273.2(i)(3)(i).*

7. If I can't make it in to pick up an application, can I call you to mail or e-mail an application to me?" *Note to reviewer: If a household contacting the SNAP office by telephone does not wish to come to the appropriate office to file the application that same day and instead prefers receiving an application through the mail, the State agency shall mail an application form to the household on the same day the telephone request is received 7 CFR 273.(2)(c)(i).*

AFTER HOURS CALL

1. What time did you place the afterhours call?
2. How many times did the phone ring before you either got a recorded message or does the phone just keep ringing?
3. Describe the recorded message if there was one. Was the message in English only or was it also offered in Spanish or other appropriate language for the local office area?

EVALUATION

1. How many times did the phone ring before you either got a recorded message or someone to speak with or until the phone call automatically ended?
2. How many times did you have to redial because the line was busy?
3. Did someone provide the information or were you connected to a recorded message or voice mailbox?

CIRCLE: Person Recorded Message Voice Mailbox

4. If you were connected to a recorded message, were you able to:

- | | | |
|---|-----|----|
| • Leave a message on voice mail? | Yes | No |
| • Call another number? | Yes | No |
| • Speak with someone else? | Yes | No |
| • Rank your impression of the person's knowledge, helpfulness and manner: | | |

- | | | |
|--|-----|----|
| • Answered all questions? | Yes | No |
| • Explained options available for applying? | Yes | No |
| • Volunteered information without being asked? | Yes | No |
| • Courteous or Discourteous? | Yes | No |

COMMENTS: