

*Please complete the attached questionnaire and email to:            by            .*

**Name of Local Office:**

**Name, Title and Phone number of person completing the survey:**

### **Local Office Organization**

- Is there more than one office or are all functions required for processing SNAP applications and managing case files at this office?
- Who can apply for assistance at this office (i.e. zip code areas)?
- What is the approximate SNAP caseload for this office?
- Have there been any reviews conducted recently (ME/ Special Payment Accuracy/Corrective Action, etc.)?

### **Office Technology**

- Does this office have its own call center/change center?
- Does it interface with a regional or statewide call center? If so, how?
- How does this office interface with the State online application system?
- Does this office use imaging technology (i.e., scans documents)?
- Does this office maintain its own website? If yes, please list:

## Staffing

- How many staff work on SNAP cases?
- Is the office fully staffed? If not, are there vacancies?
- If there are vacancies, how is the workload affected by staff shortages?
- Are case workers out-stationed to accept SNAP applications or conduct interviews? If so, how many/where/when?
- Has there been any staff training conducted recently? What subject?
- How is the staff organized for SNAP processing:
  - Generic caseworkers or specialized units/teams/service centers?
  - How are cases assigned (one big caseload; last name; round robin; language; etc)?
- Does this office conduct supervisory case reviews, or is there a separate team that does second party case reviews?

## Application Submission

- What is the procedure for giving applications to people who come into the office to ask about SNAP?
- For online applications, is there a kiosk for applicants to apply online in the waiting area?
- For telephone applications, are there phones available to apply at the local office?
- Is there a secure drop box? Inside or outside the office?  
If yes, who assigns date or receipt for mailed, dropped off, or faxed applications?
- What are the procedures for electronic applications and paper applications that are dropped off, mailed, or faxed?

## Application Screening and Interviews

- Who screens applications for expedited service and how?
- At what step in the application process?
- On average, how many days from the application filing date are interviews scheduled for expedited service applicants?
- On average, how many days from the application filing date are interviews scheduled for non-expedited service applicants?

## Customer Service

- Does this office keep a log of customer complaints?
- Can customers get same day (over-the-counter or vault) EBT cards?
- Are EBT cards always mailed out?
- Does the customer have to return to the office to pick up the card?
- How many days are there between authorization and availability of benefits?
- Are work and training-related services provided at your location? If not, then where do clients have to go?

## Notices

What notices (State/local forms) can we expect to find in the case files for:

- New approvals
- Denials
- Terminations
- Recertifications
- Notice of Missed Interview
- Other: