

4C. Questions for Screeners

Name: Title: How long in position:	State/local agency:
Interviewer:	Date of interview:

Note to reviewers: Per 7 CFR 273.2(i)(2), a screener can be a receptionist, volunteer or other non-merit personnel. However, the eligibility interview/certification interview must be conducted by merit personnel per 7 CFR 272.4 (a)(2). Ask the screener when it would be convenient for the reviewer to observe the screener actually screening an application with an applicant to determine if the procedures in place identify households eligible for expedited service at the time the household requests assistance.

1. At what point in the application process do you see individuals wishing to apply for the SNAP? *Note to reviewer: Applications are to be screened as individuals come in to apply 7 CFR 273.2(i)(2).*
2. How long do clients generally have to wait before you screen the applications?
3. What form does the local agency use to screen applicants for entitlement to expedited service? *Note to reviewer: Get a copy of the form and note whether it asks for name, address, signature and the correct criteria for determining entitlement to expedited service [less than \$150 in monthly gross income; \$100 or less in resources; shelter costs exceed income and resources; or migrant household]. 7 CFR 273.2(i)(1)(i),(ii),(iii).*
4. Describe what happens when an applicant is routed to you for screening and describe the screening process. *Note to reviewer: Screening for entitlement to expedited service should occur at the time the household requests assistance 7 CFR 273.2(i).*
5. Please explain how you handle partially completed applications. *Note to reviewer: Applicants may file an incomplete application form as long as the form contains the applicant's name and address, and is signed by a responsible member of the household or the household's authorized representative 7 CFR 273.2(c)(1).*

6. Please explain anything that is different about screening multi-program applications for entitlement to expedited service for SNAP.

7. What questions do you ask an applicant during the screening process to determine whether the person is entitled to expedited service?

8. Are these questions scripted (paper/computer) or are you allowed to ask questions based on the client's response?

9. Who determines that the household is entitled to expedited service?

10. Please explain how and when you screen applications that are:
 - Dropped off

 - Mailed

 - Faxed

 - Sent by internet

Note to reviewers: Screening for entitlement to expedited service should occur at the time the household requests assistance 7 CFR 273.2(i).

11. After you screen a mailed-in application or internet application and you identify the household as entitled to expedited service, can the household be approved for expedited benefits before being interviewed? *Note to reviewer: Households must be interviewed before being approved for expedited service benefits. The interview for expedited service that advises the household of pending verification serves as the certification interview 7 CFR 273.2(d).*

12. If the screening process identifies the household to be entitled to expedited service, does this household get scheduled for an eligibility interview sooner than a household who is not entitled to expedited service? *Note to reviewer: For households entitled to expedited service, benefits should be available no later than the seventh calendar day following the date an application was filed 7 CFR 273.2(i)(3)(i)*

13. If the eligibility interview does not take place the on the same day as the screening, how is an interview scheduled? *Note to reviewer: If a household is entitled to expedited service and is also entitled to a waiver of the office interview, the State agency shall conduct the interview (unless the household cannot be reached) and complete the application process within the expedited service standards. The first day of this count is the calendar day following application filing 7 CFR 273.2(i)(3)(iii).*

14. What information is provided to applicants regarding who may be interviewed? *Note to reviewer: The individual interviewed may be the head of household, his or her spouse, or any other responsible member of the household, or an authorized representative. 7 CFR 273.2(e)(1).*

15. Are applicants allowed to bring someone with them to interview? *Note to reviewer: The applicant may bring any person he or she chooses to the interview 7 CFR 273.2(e)(1).*

16. What is documented in the case file about the application screening? When is this done and by whom? *Note to reviewer: The agency must document the date the application was filed by recording the date of receipt 7CFR 273.2(c)(1).*

17. In addition to the application, are applicants required to complete any other forms before they can see a case worker? *Note to reviewers: The agency cannot as a condition of eligibility, impose additional application or application processing requirements 7 CFR 273.2(a).*

18. During the screening, what information is provided to the applicant regarding verification requirements? *Note to reviewer: Ask for a copy of the form or notice that is used/provided to applicants.*

19. What is the latest a person can come into the office to apply? *Note to reviewer: Households have the right to file an application form the same day it contacts the SNAP office 7 CFR 273.2(c)(1.)*