

PROGRAM ACCESS:

INTERVIEWS WITH STAFF

Complete the remaining sections based on interviews with staff.

- 1) Days and hours of operation? Are applications taken all day, Monday through Friday? If not, explain limitations (e.g., applications only taken up to 1:00 p.m., etc.)

- 2) Are there any restrictions on the number of applications taken in a day?

No

Yes, Please explain

- 3) Do people usually have to wait in line when they come to this office to apply?

No

Yes. Can you estimate the average waiting time before clients are provided with an application kit? How long before they are screened?

- 4) Are applications available on request? Yes No

Comments: _____

- 5) Are there any limitations/conditions to obtaining an application? (e.g., – client must live in a certain zip code)?

- 6) Are applicants encouraged to file their application on initial day of contact?

7) Which application(s) is available?

- A/JP – “Application/Job Profile“ W-680 B (NYC Only)
- DSS-2921 – Common Application
- DSS-2921S-Common Application (Spanish)
- DSS--3035 – Application For SSI And Group Living Residents

8) What is the average waiting time to be seen by a “worker” Day #1? (for screening or pre-screening)?

9) Are application logs or sign-in sheets maintained? Describe what information is collected and where kept.

10) What is the average number of days between pre-screening (Day #1) and the eligibility interview appointment?

11) Are special accommodations made for individuals with special needs (e.g. employed, elderly or disabled)

12) What are your procedures when individuals inform you that they cannot represent themselves?

Program Access/Limited English Proficiency:

13) What are your procedures for serving individuals with limited or no English speaking proficiency who come in to apply for benefits (assuming that they have not brought their own interpreter)?

14) Do you have posters, signs or other client handouts available in other languages?

15) What are your procedures when an individual informs you that he/she is a non-citizen and wishes to apply for Food Stamps? Is he or she scheduled for an eligibility interview?

APPLICATION PROCESSING:

16) Is the filing date for Food Stamps the date an application is received?

17) What are your procedures if an incomplete application is submitted?(Interviewer: reinforce correct procedure of accepting an application with only a name, address if they have one and signature)

18) What internal controls are in place to ensure that all Food Stamp applicants are approved or denied within 30 days of application filing?

19) Describe procedures for registering applications in WMS and for tracking disposition, including withdrawals. Attach sample logs, if any.

Expedited Processing:

20) Are all PA FS applicants screened using the Expedited Screening Sheet (DSS-3938 or W140K) on the 1st day of contact?

Yes No

21) Are all NPA FS applicants screened using the Expedited Screening Sheet (Dss-3938 or W140K) on the 1st day of contact?

Yes No

22) When is the food stamp eligibility interview conducted for those individuals found eligible to receive expedited processing?

Separate Determinations:

23) What is the procedure when a client withdraws an application for cash assistance but wants to continue the application for Food Stamps?

24) How is the Food Stamp filing date protected?

25) How do line staff know the procedure?

26) What is the procedure for a separate determination of Food Stamp eligibility when a client's application for cash assistance is denied?

27) What are the procedures for ensuring that separate determinations are made for Food Stamps when the TA case is closed?

28) What are the procedures for ensuring that households closing FA or SNA-FP are reviewed for transitional Food Stamp Benefits?

29) What WMS systems procedures does your district use to process households for transitional food stamp benefits? Are these cases processed through the WMS separate determination process or is an NPA FS case opened to continue the households FS benefits unreduced ?

30) What internal or systems controls are in place to ensure that TBA households are sent a request for contact 30 days prior to the end of the transition period?

31) How has your district trained workers on the eligibility criteria for the TBA? What problems were encountered in implementing the new provision? What problems still exist?

32) What management/supervisory controls are in place to insure that households eligible for the TBA are processed according to policy directive 01 ADM 16?

33) How do line staff know the procedure? Check all that apply.

- Written Instruction Verbal Instruction Training Session
 Other - describe _____

Undercare Maintenance:

Earned Income Budgeting Procedures:

34) Please describe the systems the district uses to receive reports of obtained employment from clients, and from other units both within the district (employment units) and external (Dept. of Labor, or JTPA.)? How is this information conveyed to the eligibility worker to budget on a timely basis? Are there management controls (such as logs of received information done at reception, or change report units) to insure that workers are able to budget this information on a timely basis, and what are they?

35) How has your district trained workers on the new reporting rules as outlined in Six-Month Reporting Rules (01 ADM 09)? What problems were encountered in implementing these new reporting requirements? What problem areas still exist regarding the district's ability to accurately process earned income changes? Did the district do any second or third level sample reviews to evaluate how well workers are processing cases under this new reporting system?

36) 01-ADM-09 specifies that households must be notified of the 130% gross income limit by giving the household Attachment A when the household first reports earned income, recertifies or applies with earned income. What process assures that workers are handing out Attachment A to households when they first report earned income, recertify, and newly apply as an earned income household? What worker discussion of reporting requirements take place to assure that households know what monthly gross income level they must report if they exceed it? Does this discussion explain what we mean about **gross** income and explain how soon they have to report an excess?

37) What management/supervisory controls do you have to insure periodic reports have been processed when they are required (for certification periods of 7 months or greater and have been automatically issued by the WMS system)?

38) What management/supervisory controls do you have to insure that the information, particularly verified income is processed on time?

39) [Mandated only for districts which have received OTDA permission to certify earned income cases (under six-month reporting rules) for periods up to twelve months.] What management controls have been put in place to assure that periodic reports are being processed including new budgets generated when appropriate for the last six-months in the certification period ? What percentage of cases have been processed correctly as determined by management review?

Complaint Procedures:

40) Describe procedures for responding to pre-application inquiries about Food Stamp eligibility:

41) How are complaints recorded / tracked?

42) Are civil rights and non civil rights complaints recorded/tracked separately? Are separate logs maintained?

43) How many civil rights complaints were processed last year? How many were resolved? How timely are they investigated? (Ask to see files)

44) How are individuals/ organizations informed of the local district complaint procedures?

45) Have written complaint procedures been developed for both civil and non-civil rights complaints?(Ask for a copy)

46) How is management review of complaints (to determine if there are problems/patterns) accomplished?

OBSERVATIONS:

47) Is there a line of applicants waiting?

Yes

No

Comments: _____

48) General Condition of Office

Poor

Average

Good

Comments: _____

49) Waiting Area – describe conditions (e.g., crowded, noisy, sufficient seats, clean, etc.)

50) How do applicants know where to go?

(Check all that apply)

Security Guard at door Signs Receptionist

Other – explain _____

51) Are the days and hours of operation posted?

No

Yes, Where? _____

52) Attitude/behavior of staff toward clients – describe based on interactions you observe

53) The following forms are required to be provided in the application kit (NYC only).

Are the following client booklets contained in the application kit?

Yes No

 Application (W-680B or DSS-2921)

 How To Complete The Application (W-680AA or DSS-2921-I)

 What You Should Know About Your Rights and
Responsibilities Book 1 (DSS-4148A)

 What You Should Know About Social Services Programs Book 2
(DSS –4148B)

 What You Should Know If You Have An Emergency Book 3 (DSS-4148C)

 New Information About Public Assistance and Food Stamps (LDSS-4148D)

 New Information About Medical Assistance (Medicaid) (LDSS –4148E)

 Yes! You Can Still Apply for Medicaid- MA Brochure

- Food Stamps- FS Brochure
- The Job Center Welcomes You Brochure

Are the Spanish packets complete?

54) The following forms are required to be provided in the application packet (Upstate Only).
Are the following client booklets contained in the application packet:

Yes No

- Application (DSS-2921)
- How To Complete the Application (DSS-2921-I)
- What You Should Know About Your Rights And Responsibilities Book 1 (DSS-4148A)
- What You Should Know About Social Services Programs Book 2 (DSS-4148B)
- What You Should Know If You Have An Emergency Book 3 (DSS –4148C)
- New Information About Public Assistance And Food Stamps (LDSS-4148D)
- New Information About Medical Assistance (Medicaid) (LDSS-4148E)

55) The following posters are required to be posted in the client waiting areas:

- Food Stamp Complaint Procedures (LDSS-8036, revised 2/00)
- And Justice for All (AD-475B, revised 12/99)

Are these two mandated posters posted in the client waiting areas?

56) Local District Concerns/Issues – Please explain.
