

FFY 2004 Food Stamp Management Evaluation  
Food Stamp Application Processing  
Self -Assessment Instrument

District: \_\_\_\_\_

Date: \_\_\_\_\_

**Reviewer Names**

**Title**

**Phone #s**

Reviewer Names	Title	Phone #s

**PROGRAM ACCESS:**

1) What are your days and hours of operation? Are applications accepted during this time?  
If not, explain limitations (e.g., applications only taken up to 1:00 p.m., etc.)

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

- No  
 Yes

If Yes, Please explain \_\_\_\_\_

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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?

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4) How are applications made available?

Comments \_\_\_\_\_

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

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

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7) Which application(s) is available?

- A/JP – “Application/Job Profile“ W-680 B (NYC Only)  
 LDSS-2921 – Common Application  
 LDSS-2921S - Common Application (Spanish)  
 LDSS-4826 - Food Stamp Benefits Application  
 LDSS 4826 - SP Food Stamp Benefits Application (Spanish)

- 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? What procedures are in place to ensure that the in-person interview is waived in hardship cases? (e.g. employed, elderly or disabled)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 12) What are your procedures when an individual informs you that they cannot represent themselves? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Limited English Proficiency and Alien Eligibility:

- 13) What are your procedures for when a limited or non-English speaking individual comes 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? \_\_\_\_\_  
\_\_\_\_\_

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

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16) What are your procedures for determining alien eligibility for food stamp benefits? \_\_\_\_\_

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17) What if the household is unable to provide documentation of alien? \_\_\_\_\_

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18) How do you ensure cases that include ineligible aliens are budgeted correctly? \_\_\_\_\_

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**APPLICATION PROCESSING:**

19) Is the filing date for Food Stamps the date an application is received? \_\_\_\_\_

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20) What are your procedures if an incomplete application is submitted? Are applications accepted if they contain only a name, address if they have one, and signature? \_\_\_\_\_

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

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

Expedited Processing:

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

Yes       No

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

Yes       No

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

Separate Determinations:

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

27) How is the Food Stamp filing date protected? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

28) How do line staff know the procedure? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

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

31) What are the procedures for ensuring that households closing FA or SNA-FP are reviewed for transitional Food Stamp benefits? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

32) 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? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

33) What management/supervisory controls are in place to insure that households eligible for the TBA are processed according to policy directive 02 ADM 7? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

34) How does line staff know the procedure? Check all that apply.

- Written Instruction       Verbal Instruction       Training Session  
 Other - describe \_\_\_\_\_

\_\_\_\_\_

**Undercare Maintenance:**

Six-Month Reporting and Earned Income Budgeting Procedures:

35) 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 WIA)? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

36) Does this information meet the “verified upon receipt” rule?: a) Is it received from a primary source? b) Is the information questionable? c) Does the information transmitted from the primary source include the exact date and amount of wages received (to be received)? If the information transmitted does not meet these tests then the income cannot be budgeted. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

37) Do workers understand that households cannot be required to report information other than exceeding 130% income level for a calendar month? i.e.-workers cannot require that households report new jobs, members, or other information aside from exceeding the 130% income level. What training on 01-ADM-09 and 02-ADM-7 has the district done/what training is needed?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

38) How is “undercare” 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?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

39) 01-ADM-09 and 02-ADM-07 specifies that households must be notified of the 130% gross income limit by giving the household the LDSS 4791 “Important Information” when the household first applies, recertifies, or reports any change. What process assures that workers are handing out the LDSS 4791 to households at the required points.? What worker discussion of reporting requirements takes 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? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

40) For NTA/FS what management/supervisory controls do you have to insure that change report forms LDSS-3151 reports have been processed during the sixth month of a typical 12 month certification period when returned by a unearned income households. Since 10/02 (02-ADM-07) the State automatically mails these forms to unearned income households at the end of the 5<sup>th</sup> month of certification. They are required to be completed by households with a change (for certification periods of 7 months or greater and have been automatically issued by the WMS system.)

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**COMPLAINT PROCEDURES**

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

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41) Are civil rights complaints recorded/tracked in accordance with 03 LCM 3, "Food Stamp Program Civil Rights Complaints Procedures?" Who is your contact person for civil rights complaints? Is the information current? \_\_\_\_\_

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42) How many civil rights complaints were processed last year? How many were resolved? How timely are they investigated? \_\_\_\_\_

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

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

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**OBSERVATIONS:**

45) Is there a line of applicants waiting?

Yes

No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

46) General Condition of Office

Poor

Average

Good

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

48) How do applicants know where to go?

(Check all that apply)

Security Guard at door

Signs

Receptionist

Other – explain \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

49) Are the days and hours of operation posted?

No

Yes, Where? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

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51) 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 LDSS-2921/LDSS-4826)
- How To Complete The Application (W-680AA or LDSS-2921-I)
- What You Should Know About Your Rights and Responsibilities - Book 1 (LDSS-4148A)
- What You Should Know About Social Services Programs - Book 2 (LDSS -4148B)
- What You Should Know If You Have An Emergency - Book 3 (LDSS-4148C)
- Yes! You Can Still Apply for Medicaid- MA Brochure
- Food Stamps- FS Brochure
- The Job Center Welcomes You Brochure

Are the Spanish packets complete? \_\_\_\_\_

52) 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 (LDSS-2921/LDSS-4826)
- How To Complete the Application (LDSS-2921-I)
- What You Should Know About Your Rights And Responsibilities - Book 1 (LDSS--4148A)
- What You Should Know About Social Services Programs - Book 2 (LDSS-4148B)
- What You Should Know If You Have An Emergency - Book 3 (LDSS -4148C)

53) 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)
- Will You Receive Food Stamps After Cash Assistance Ends (English)
- Will You Receive Food Stamps After Cash Assistance Ends (Spanish)
- Language Poster

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

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54) Local District Concerns/Issues – Please explain.

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