Evaluating Your County Policy

Survey Questions and Assessment Tools to
Measure the Success of Your County Policy

A key component of a model county policy on phone interviews is to evaluate the implementation of the policy. In this way, advocates and counties are able to measure the success of their policy in meeting the broader goals of increasing access, improving timeliness, and easing the pressure on workers by reducing office traffic and improving caseload management. There are three key ways for advocates and counties to gather data and evaluate a county policy:

(1) Advocates can evaluate the elements of the county's policy, using the Key Components of a Model Policy document as your evaluation tool. The document can be found on the 411 on Phone Interviews in California website (http://www.cfpa.net/PhoneInterviewsCalifornia.html) and evaluation questions are below.

(2) Counties can track relevant data points and produce a system-generated report to be reviewed by appropriate staff, making adjustments to the policy when necessary. Sample data points to track are below.

(3) Counties can survey staff, partner organizations, affiliate offices and hotlines, etc to learn more about how the policy is working on the ground. Sample survey questions are below.

For Advocates: EVALUATE THE ELEMENTS OF YOUR COUNTY POLICY

☐ Does the policy provide phone interviews for all households at initial application *and* recertification?

☐ Does the policy include a process of notifying relevant county staff, departments, and partner organizations?

☐ Does the policy provide that phone interviews are scheduled at a time that is mutually-convenient for the worker and client?

☐ Does the policy provide that a client is called multiple times during the hour of the scheduled interview and that the client is informed of their right and how to reschedule before the 30-day deadline?

☐ Does the policy clearly outline how the SFIS requirement is adjusted with this waiver?

☐ Does the policy provide workers with clarity and direction on how to simplify the verification process? For example, does it instruct workers to not ask for duplicate information or to utilize a client's statement and collateral contact, where permissible?

☐ Does the policy emphasize that only one signature is needed on the application and that they need not delay or deny the application because they do not have signatures on the A2 or A3 forms?

☐ Does the policy included an evaluation plan, such as tracking data points and/or surveying staff, partners, etc., to ensure a successful and effective implementation?

☐ Does the policy outline or has the county developed a staff training plan on the formal procedure and proper phone interview techniques?

☐ Does the county have or has the county developed a communication plan to inform current and prospective clients, related community-based organizations, partner organizations, call-centers, etc. of the new policy and procedure?

For Counties: SAMPLE DATA POINTS TO TRACK

- Number of households certified by phone interview

- Number of households requesting a face-to-face interview

- Number of households who were not able to be reached at the time of the scheduled interview

- Number of households who did not complete the phone interview

- Number of households who were certified by phone interview during a rescheduled appointment

- Number of households asked to have a face-to-face interview

- Number of households whose applications were denied for failure to complete the telephone interview

For Counties: SAMPLE SURVEY QUESTIONS

- Rate how you think phone interviews have impacted the application process for clients. (1-5, 5 being "much easier")

- Rate how you think phone interviews have impacted the application process for eligibility workers. (1-5, 5 being "much easier")

- Rate how you think phone interviews have impacted the long lines and waiting room traffic. (1-5, 5 being "high impact")

- Rate how phone interviews have or have not helped to streamline the process of obtaining food stamp benefits. (1-5, 5 being "Very helpful")

- How have phone interviews improved your case/work load?

- How can the process be improved in [INSERT COUNTY NAME] county?

- What are the top 2 issues that need to be addressed, if any, to ensure the policy is effective and successful in our county?