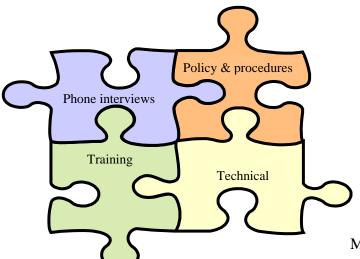
## Telephone Interviewing Supports

- Technical
  - Headsets
  - Telephone upgrades to address issues with voice mail, out-of-state area codes, caller ID blocking, etc.
  - Limited English Proficiency (LEP) considerations, Language Line, etc.
- Operational
  - Office configurations
  - Resources, duty schedules, etc.
- Training
  - General interviewing skills as well as listening skills
  - Policy refreshers
  - Processing summary sheet
  - Job aids
- Revised SNAP application
  - Capture alternate telephone numbers
  - Best day and time to call for interview
- Pre-filled recertification forms
  - Existing information from case record pre-populated
- Piloted Call Center to answer questions, screen new applications for expedited benefits, and conduct "on demand" interviews
- System-generated appointment letters (telephone and face-to-face)
- System-generated Notice of Missed Interview (NOMI)
- Policy/procedural changes
  - Standard medical deduction (\$90)
  - Verification "reforms"
  - Broad-based categorical eligibility (eliminates asset test)
- Other considerations
  - Modernization (document imaging, statewide call centers)
  - Policy initiatives to streamline processing
  - Eligibility worker specialization (case banking)
  - Cultural mindset (buy in from the top-down)



MA SNAP Phone Interview Supports February 2010