

Case Name _____

Case/Reg # _____

Interview Checklist

Preparation

Review application

Review submitted documentation

Check case record for existing documentation

Review Clearance Report

Check CAMS

Pre-fill Document Requirement Form

Note missing information and compile questions

Gather applicable forms

Pre-fill demographic information in the interview guide
(LDSS4826B)

Introduction/Interview/Summary

Explain what Food Stamp Benefits are

Explain how benefits are accessed

- EBT Card

- PIN#

- Process to follow for lost/stolen cards

Explain where to go to access benefits

Explain what can be purchased with Food Stamps

Explain periodic/change reporting

Review list of required verification

Summarize the next steps

- How long it will take to make a determination

- Explain how they will be notified

- Explain when benefits are made available

Explain certification (authorization) period

- Initial certification

- Recertification

Provide a contact phone number