

Food Stamp Phone Interview Check List

- Narrate the reason FTF interview is being waived:
 - All adult members of the group are age 60 or older, or have a physical or mental disability;
 - There are transportation problems; or
 - Other hardships
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Preparation

- Application reviewed
- Narratives back to last certification reviewed
- Review of screens for each person (ECLM, SMUX, W204, WAGE, DPPL, SSNX, HINQ, SFMU etc...)
- Compile list of questions about missing information or conflicting information
- Check that ID has previously been verified (case record/narration/CI find)

Scheduling the Interview

- Cold Call
- 6608A
- Scheduled appointment
- Explain the purpose of the interview and the time that will be required

Interview

- ID the interviewee
- Follow the application and review information
- Ask open-ended questions
- Take notes or narrate in TRACS or ACCESS as you go
- Review the Rights and Responsibilities with the interviewee
- Explain their reporting requirements

Closing the interview

- Ask the interviewee if they have any questions
- Ask the interviewee to explain their reporting requirements to you
- Explain to the interviewee what follow-up is needed if any, 210/539H
- Explain to the interviewee what happens next and what the timeframes are

Completion

- Send the 210/539H if required
- Process received follow-up information
- Update FSMIS
- Send approval or denial as appropriate
- Narrate, Narrate, Narrate