

## Telephone Script Tool for Consortia and Local Agency Use

**Background:** According to FNS regulations and guidance, if an individual reaches a receptionist or other agency staff person and indicates a need for FoodShare (FS) and/or HealthCare (HC), that person **MUST** inform the individual of **ALL** the following options and information:

### Telephone Script:

*There are four ways you can apply for FS and/or HC. You can apply online, by telephone, in person at an agency, or through the mail.*

*How would you like to apply?*

1. *(Online) – You can go to [www.access.wi.gov](http://www.access.wi.gov) and complete an on-line application.*
2. *(Telephone) – You can call the (Consortium Name) Call Center at (telephone number) and complete an application over the telephone.*
3. *(Agency) – You can go in person to your local agency and your request will be taken. That address is (address). It is possible that you will need to schedule an interview for a later time in addition to the one visit.*
4. *(Mail) – We can mail you a paper application. You can return it by faxing it to (CDPU Fax Number), in person at the agency (address), or you can mail it to the agency. What is your address?*

*It is important that you start your application as soon as possible. This will be the start date of your benefits. The start date is the date the agency receives your name, address, and signature electronically, by telephone, or by paper form. The sooner you apply, the more benefits you may receive for this month. You will have 30 days to complete the full application.*

### In Person Customers:

Individuals presenting in person in an agency lobby must also be given these application options and information about the importance of the filing date.