



## TELEPHONE SCRIPT TOOL FOR CONSORTIA AND LOCAL AGENCY USE

### ADMINISTRATOR'S MEMO 26-01 EXHIBIT B

#### BACKGROUND

According to FNS regulations and guidance, if someone reaches an agency staff person and indicates a need for FoodShare (FS) or health care (HC), the worker must inform them of all application options. They must also tell them how the filing date is established and the reason for starting an application as soon as possible.

#### TELEPHONE SCRIPT

*There are four ways you can apply for benefits: online, through your local agency by phone or in person, or by mail.*

*It is important that you start your application as soon as possible. This will be the start date of your benefits. The start date, also called the filing date, is when you give us your name, address, and signature online, by phone, or on a paper application. The sooner you apply, the more benefits you may receive for this month. You will have 30 days to complete the full application.*

*How would you like to apply?*

- (Online) – Go to [access.wi.gov](https://access.wi.gov), set up an account, and then enter your information.
- (Phone) – You can reach your local agency at [call center phone number] to complete an application by phone.
- (Agency) – You can go in person to your local agency and meet with a worker. Their address is (address). You may need to schedule an interview for a later date and time.
- (Mail) – We can mail you a paper application. You can return it to your agency or drop it off in person, or fax it to [CDPU Fax Number]. What is your address?

#### IN-PERSON CUSTOMERS

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