



FoodShare On-Demand Interview

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Overview

- FoodShare (FS) on-demand interview
- Current FS interview models
- Benefits of on-demand interview
- On-demand interview requirements
- On-demand project timeline



FS On-Demand Interview

New FoodShare (FS) waiver effective 1/2016.

- Allows applicants and members call to complete their FS interview within a certain timeframe.
- Addresses requests from consortia for more flexibility in the interview process.
- Resolves a corrective action from the Food & Nutrition Service (FNS).



Current FS Interview Models

Two FoodShare interview operating models:

- **Model 1:** Agencies schedule FS interview appointment for applicants and members.
 - Implemented by 20 agencies; only one consortium implements across all agencies
- **Model 2:** FS members contact the agency to schedule their FS renewal interview.
 - Implemented by 66 agencies; five consortia implement across all agencies (including MILES)
- Five consortia implement both interview models.



Benefits of On-Demand Interview

- Improved customer experience.
 - More personal control over interview completion.
 - Streamlines the application/renewal process.
- Supports the shift toward telephone interviews.
- Fewer denials and terminations expected due to failure to complete an interview.
- Improved timeliness of application processing.



On-Demand Interview Requirements

- All applicants must be screened for expedited services.
- Agencies must continue to meet expedited service processing standards.
- Household must complete interview within a set number of days from the date of application or start of the renewal month.



On-Demand Interview Requirements

- Households must have the option to complete a face-to-face interview upon request.
- Notice of Interview must describe new interview requirement and process.
- Notice of Missed Interview (NOMI) must be sent if applicant fails to complete interview within specified timeframe.



On-Demand Project Timeline

- Project kickoff: June 2015
- Forum for consortia input starting in June 2015
 - Income Maintenance Advisory Committee Information Technology (IMAC IT) meetings
 - Ad hoc committee of IM consortia members
- CARES Worker Web (CWW) changes: December 2015



On-Demand Project Timeline

- January 2016: first month the policy may be adopted by consortia
- December 2016: goal for statewide implementation of on-demand interview model
 - What does this mean for consortia?
 - Are there considerations that should limit the model?



Questions?