

FoodShare On-Demand Interview Project

Update – September 2015

FoodShare On-Demand Interview Basics:

- Federal FoodShare waiver allows implementing consortia to conduct unscheduled interviews with applicants and renewing members;
- In lieu of scheduled appointments, applicants and members are notified that they can call the consortia call center and complete their interview during a certain timeframe;
- On-demand interviews must offered for both application and renewal interviews;
- A scheduled face-to-face or telephone interview must be provided, upon request.

DHS plans to propose to FNS the following changes to the on-demand interview waiver:

	Current Waiver Policy	Proposed Waiver Policy
Timeframe for contacting household	Agencies must attempt to contact the applicant or member and attempt to complete the interview on the same day the application is received.	<ul style="list-style-type: none"> • Expedited applications: Contact same business day as received or next business day; • Standard 30-day applications: Contact within two full business days of receipt (ex: Application received 8/25 at 2:30, contact must be made by end of day 8/27); • Renewals: Contact within five full business days of receipt.
On-Demand Interview Timeframe	The on-demand interview must be completed within 12 calendar days from the FoodShare filing date.	<p>The on-demand interview must be completed within 10 calendar days from the Notice of Interview mailing date.</p> <p>If the interview due date falls on a weekend or holiday, a Notice of Missed Interview (NOMI) is sent the next business day. The NOMI is automatically generated by the system.</p>

	Current Waiver Policy	Proposed Waiver Policy
45-Day Notice Language	Informs renewing members that they should call to complete their on-demand interview during the first 12 calendar days of the renewal month.	Informs renewing members that they should call and complete their on-demand renewal interview during the following timeframe: <ul style="list-style-type: none"> • <u>Start date</u>: The day after Adverse Action of month prior to renewal month • <u>End date</u>: Two days before Adverse Action of the renewal month

Automated Notices for On-Demand Interview Model:

- **Notice of Interview:** If a worker attempts to contact the applicant but is unable to complete the interview, the worker should pend the case for interview and generate the Verification Checklist (VCL). The on-demand Notice of Interview (NOI) language will be incorporated onto the VCL generated when a case is pending for FoodShare interview.
- **Notice of Missed Interview:** If the applicant does not complete the interview within the 10-day on-demand interview timeframe (included on the VCL/NOI generated by the worker), a Notice of Missed Interview (NOMI) will be mailed automatically.

On-Demand Interview Process Management:

- There will be no changes to the FS Dashboard as part of this project
- The IMMR database will be enhanced to include items from CWW specific to the on-demand interview. IMMR reports related to on-demand interview implementation will be provided for implementing consortia in order to meet certain business needs. Specific reports remain to be determined.
- The DHS Systems and Security teams will work with implementing consortia to establish new security profiles, if necessary, and assist with application process flow under an on-demand interview model.
- DHS will provide historical information on FoodShare applications and renewals to implementing consortia to assist in the analysis of changes needed to application processing business models.