



FoodShare On-Demand

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Background

Starting in January 2016, the Department of Health Services will implement a federal waiver for FoodShare which allows IM consortia to operate an on-demand FoodShare interview model. Implementing consortia will offer FoodShare applicants and renewing members the opportunity to call the agency and complete their required FoodShare interview during a specified timeframe. This is internally referred to as FoodShare On-Demand.



Benefits of On-demand Interview

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



Policy

- Consortia implementing an on-demand interview model for FoodShare must apply this model across all agencies within the consortium
- FoodShare On-Demand interviews should be offered to households that submit the following types of applications:
 - Expedited FoodShare applications eligible for a postponed interview
 - Standard 30-day FoodShare applications, and
 - FoodShare renewals



Policy (Cont'd)

- Under an on-demand model, consortia should continue scheduling interview appointments for households that submit the following types of applications:
 - Incomplete (Page 1) applications
 - Expedited applications ineligible for a postponed interview



Consortia Implementation Timeline

January 2016: Northern

March 2016: MiLES

May 2016: Capital, WKRP, Western, Moraine Lakes, East Central

July 2016: Southern, Great Rivers, IM Central, Bay Lake



Process

- Follow the current process until implementation date
- Do not transfer a request or case until interview has been completed
- Note: Verification Checklists (VCLs) will be updated after implementation date to reflect on-demand language



FoodShare On-Demand Hours

Hours are not required to be same as Call Center hours

Hours are required each business day. They are not required to be the same each day.

- Tips for establishing hours:
 - Keep in mind interviews may take a half hour to complete, possibly end a half hour early
 - Schedule shorter On Demand hours on one day to accommodate staff meetings/unit meetings etc.



Questions?