

Operational Preparation Considerations for FoodShare On-Demand Implementation

Call Center Anywhere

- Staffing
- Queues
- Outcomes

On-Demand Interview Specifics

- Hours
- Time for each call
- Run the request all the way through eligibility in order to generate the VCL

Applications vs. Renewals and the Flow

Applications:

- How to assign the applications that are pending interview (what caseload)
- Dashboard work item assignment—“signed-in” worker (last worker to touch the case) or main worker?

Renewals: Yearly Renewal Report Will Be Available in SharePoint

- How far in advance renewals are scheduled at the agency? As a reminder: Don't schedule renewals due the month after your consortium's implementation
- IM workers make the first contact rather than clerical staff
- Helping IM workers switch from having the ability to prepare for interviews by checking the case for renewals or querying CWW for intakes to having cold call interviews
- How to assign the applications that are pending interview (what caseload)
- Dashboard work item assignment—“signed-in” worker (last worker to touch the case) or main worker?
- 2016 Adverse Action, SMRF, and 45 day letter dates for scheduling purposes.

Additional Considerations

- Caseload management
- Document processing
- Internal workgroups