Interview Notice Enhancements for the February 2024 CARES Release **IMAC** Presentation December 2023

Overview

As an ongoing effort to improve the clarity of member communications, we are updating twelve interview notices for the February 2024 release.

Note: There are no policy updates associated with these updates.

Interview Notice Updates

Specific updates will be made so the notices are more accessible to the applicant or member:

- Place emphasis on action items on the first page (e.g., clearly state the recipient has a required interview).
- Include suggested proof and examples of what to bring to the interview on the first page.
- Strategically place language in the notices including: the program requiring the interview, how to schedule an interview, and the type and location of the interview (e.g., phone or in-person, place or phone #).
- Remove W-2 information (that program has its own interview notice).

Interview Notice Updates

More general updates will be made to the notices:

- Update correspondence with the appropriate tone and language written to a fourth-grade reading level.
- Apply bolding and colors to text to increase readability and engagement.
- Reformat sections so the display of business hours consumes less space on the page.

Interview Notice Updates – CSL1

Here is the redesigned CSL1:

Action Needed: Complete Your Scheduled [FS/CC] In-Person Interview

Milwaukee MILWAUKEE ENROLLMENT SERVICES State of Wisconsin PO BOX 05676 MILWAUKEE WI 53205 Case #: Mailing Date: 05/01/2024 **Milwaukee Enrollment Services** Phone: 888-947-6583 Fax: 414-438-4580 1.100 Online at access.wi.gov BUCKY BADGER PO BOX MILWAUKEE WI 53 The State of Wisconsin is an equal opportunity service provider. This letter contains (\mathbf{R}) information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-888-947-6583. These services are free. Action Needed: Complete Your Scheduled FoodShare and Child Care In-Person Interview



Enrollment in FoodShare and Child Care require an interview. Your in-person interview is now scheduled at your agency. The date, time, and location are shown below. During your interview, you will talk with a worker to confirm your application details. If you do not complete an interview, your application will be denied.

Your appointment information

Date and Time	Interview Address	
May 31, 2024 10 a.m.	W7327 ATRTRTEN AVE HHHHHH WI 53466 XXX-XXX-XXXX	

Do you need to change your interview?

Call the agency at the number above to do your interview now or if you:

- · Cannot make this appointment and need to reschdule.
- · Want to do your interview by phone.
- · Need to cancel the appointment because you already had your interview.

Do you have an authorized representative?

Authorized representatives can complete FoodShare interviews, but not Child Care interviews. You must do the Child Care interview yourself, even if an authorized representative does the FoodShare interview.

Page 1 of 1

Interview Notice Updates – Name Changes

Code	Current Interview Notice Name	Modernized Interview Notice Name
NOMI	Notice of Missed Interview (FS)	Action Needed: Complete Your FoodShare Interview
FSNM	Action Required: Notice of Missed Interview (FS)	Action Needed: Complete Your FoodShare Interview
CSPP	Action Required: FoodShare Phone Interview Appointment Scheduled (FS)	Action Needed: Complete Your Scheduled Phone FoodShare Interview
CSPI	Action Required: Initial Phone Interview Appointment Scheduled (FS)	Action Needed: Provide Your Phone Number for Your Scheduled FoodShare Interview
CSMI	Action Required: Notice of Missed Interview Appointment (FS)	Action Needed: Complete Your FoodShare Interview
CSL1	Action Required: Initial Interview Appointment Scheduled (FS/CC/W2)	Action Needed: Complete Your Scheduled [FS/CC] In-Person Interview
CSL2	Action Required: Initial Interview Appointment Scheduled (FS/CC/W2)	Action Needed: Complete Your Scheduled [FS/CC] In-Person Interview
CSL3	Action Required: Second Interview Appointment Scheduled (FS/CC/W2)	Action Needed: Complete Your Rescheduled [FS/CC] Interview
CSLP	Action Required: Initial Phone Interview Appointment Scheduled (FS/CC)	Action Needed: Complete Your Scheduled [FS/CC] Phone Interview
CSLQ	Action Required: Second Initial Phone Interview Appointment (FS/CC)	Action Needed: Complete Your Rescheduled [FS/CC] Phone Interview
CSLT	Action Required: FoodShare Interview Appointment Scheduled (FS)	Action Needed: Complete Your Scheduled FoodShare Phone Interview
CSLU	Action Required: Phone Interview Appointment Scheduled (FS)	Action Needed: Provide Your Phone Number for Your Scheduled FoodShare Interview

Questions?