

SNAP Telephone Interviewing Guide

Schedule a time for the interview with the client's input:

- Make sure that the client understands the amount of time needed for the interview.

Prior to the scheduled interview:

- Read previous CASE/NOTES and view STAT/PNLP to review case history.
- Make notes on any unanswered questions or clarifications that are needed.

If the client doesn't answer phone call at scheduled appointment time:

- If the client has voice mail, leave a generic message regarding appointment.
- Call back in 15 minutes.

If the client still doesn't answer the phone:

- Send the NOMI (Notice of Missed Interview) See POLI/TEMP TE02.05.15 for additional instructions on sending the NOMI.
- Document actions taken in CASE/NOTE.

When the client is reached:

- Introduce yourself using your title and the name of your Agency.
- Verify that you are speaking to the correct person by asking for identifying information.
- Confirm that this is the correct appointment time.

Explain the purpose of the interview:

- To complete the application/interview process
- To answer and clarify any questions they may have.

- Keep your sentences short and uncomplicated - do not use acronyms.
- Ask open ended questions, such as "tell me what utilities you pay."
- Stay focused on the interview, do not get side tracked into personal conversations.
- If an additional follow-up call is required, schedule before ending the call. Follow up by sending a SPEC/MEMO with the agreed upon date and time.

Ending the Phone Interview:

- Answer any questions the client has - if you don't know the answer, tell them when they can expect you to get back to them with the answer.
- Be clear when verifications are due. Let them know that you will assist if they have difficulty obtaining verifications.
- Send all SNAP applicants the EBT brochure DHS 3315A - How to Use Your Minnesota EBT Card.
- At SNAP recertification, ask if the client needs information on how to use their EBT card. If they do, send the client DHS 3315A - How to Use Your Minnesota EBT Card.
- Provide your name, phone number, and best time to reach you.
- Thank the client for their time.
- Complete entry of application/review into MAXIS.

Complete a CASE/NOTE