EBT Procedures: Card in Hand and Interviews

Application Procedures

New Application Received in Person

When an application is brought to the office in person, the call center technician will
1. Ask the client if they have an active EBT card.
   a. **YES:**
      i. Enter a case comment indicating the client has an active card.
      ii. Indicate on the REVIEW SHEET that the client has an active card.
   b. **NO:**
      i. Complete referral form and deliver to issuance clerk
      ii. Put a copy of the referral form into EDMS Document library by Case ID#
      iii. Issuance clerk will follow guidelines to issue an EBT card.
      iv. Issuance clerk will indicate on REVIEW SHEET date/time of issuance and how it was issued (mail/in person)
      v. Issuance clerk will enter case comment to reflect date/time and how EBT card was issued.
2. Call Center Tech will review application for expedited processing
3. Call Center Tech will AI and scan application immediately
   a. **Expedited:**
      i. Eligibility tech will conduct an interview on the same day.
   b. **Non-Expedited:**
      i. Give client the appointment letter OR mail the appointment letter
      ii. Put a copy of appointment letter in EDMS Document Library by Case ID#
      iii. Indicate on Review Sheet the date and time of scheduled interview and that the appointment letter was given to or mailed to the client.
      iv. Enter case comment to reflect date/time of scheduled interview and if appointment letter was given to applicant in person or mailed

New Application Received in Dropbox/Mail

When an application is received through the mail or dropbox, the call center technician will
1. AI and scan the application immediately
2. Enter the application on the review sheet

After the application is logged appropriately and initiated
1. Tech I and II will monitor the review sheet for additions
2. Tech I or II will attempt to contact the client within 1 business day if the application is received before 12 pm or 2 business days if the application is received after 12 pm.

a. **If the client is contacted**
  i. Ask the client if they have an active EBT Card
      1. **YES:** If they have an active card, enter a case comment indicating they already have an active EBT card.
      2. **NO:** If they do not have an active EBT Card, review their options with them.
          a. Inform the client they can come into the office to receive their EBT card; however, IF they do NOT pick up the card by day 5 for expedited or day 28 for regular SNAP applications, the card will be mailed to the client at the address indicated on the application. CONFIRM address and phone number with client.
          b. Complete referral form and give to issuance clerk.
          c. Send a calendar invite to issuance clerk for EBT Card to be mailed on day 5 or day 28 if not already picked up in person.
  ii. Schedule a SNAP interview with an Eligibility Technician using Google Scheduler.
      1. Mail appointment letter to client
      2. Put a copy of appointment letter in EDMS Document Library by Case ID#
      3. Indicate on Review sheet the date and time of interview
      4. Enter a case comment indicating date/time of scheduled interview and that an appointment letter was mailed to the client.
b. **If the Client is NOT contacted**
  i. Complete referral form and give to issuance clerk.
  ii. Send a calendar invite to issuance clerk for EBT Card to be mailed on day 5 or day 28 if not already picked up in person.
  iii. Schedule a SNAP interview with an Eligibility Technician using Google Scheduler.
      1. Mail appointment letter to client
      2. Put a copy of appointment letter in EDMS Document Library by Case ID#
      3. Indicate on Review sheet the date and time of interview
      4. Enter a case comment indicating date/time of scheduled interview and that an appointment letter was mailed to the client.

New Application Received in PEAK

Tech I and II will check PEAK at LEAST twice daily.

When an application is received in PEAK

1. Tech I or II will AI application, enter on review sheet and save application to EDMS Document Library by Case ID#
2. Tech I or II will attempt to contact the client within 1 business day if the application is received before 12 pm or 2 business days if the application is received after 12 pm.
   a. **If the client is contacted**
      i. Ask the client if they have an active EBT Card
         1. **YES:** If they have an active card, enter a case comment indicating they already have an active EBT card.
         2. **NO:** If they do not have an active EBT Card, review their options with them.
            a. Inform the client they can come into the office to receive their EBT card; however, IF they do NOT pick up the card by day 5 for expedited or day 28 for regular SNAP applications, the card will be mailed to the client at the address indicated on the application. CONFIRM address and phone number with client.
            b. Complete referral form and give to issuance clerk.
            c. Send a calendar invite to issuance clerk for EBT Card to be mailed on day 5 or day 28 if not already picked up in person.
      ii. Schedule a SNAP interview with an Eligibility Technician using Google Scheduler.
         1. Mail appointment letter to client
         2. Put a copy of appointment letter in EDMS Document Library by Case ID#
         3. Indicate on Review sheet the date and time of interview
         4. Enter a case comment indicating date/time of scheduled interview and that an appointment letter was mailed to the client.
   b. **If the Client is NOT contacted**
      i. Complete referral form and give to issuance clerk.
      ii. Send a calendar invite to issuance clerk for EBT Card to be mailed on day 5 or day 28 if not already picked up in person.
      iii. Schedule a SNAP interview with an Eligibility Technician using Google Scheduler.
         1. Mail appointment letter to client
         2. Put a copy of appointment letter in EDMS Document Library by Case ID#
         3. Indicate on Review sheet the date and time of interview

4. Enter a case comment indicating date/time of scheduled interview and that an appointment letter was mailed to the client.

Interview Scheduling

We use Google Scheduler to schedule interview appointments for technicians.
- In Google Scheduler, there are 6-8 interview slots available, per day.
- Eligibility Technicians will complete interviews each day by capturing the case in the By Due Date Report or as assigned.
- Eligibility technicians will have at least one protected day (no interviews or walk-ins) per week.

EBT Card Issuance

When an EBT card is due to be mailed as indicated by the Google Calendar Invite, the issuance clerk will
- Verify in EBTedge that the client has not been issued a card.
- Will prepare cards to be mailed out including
  - Following all issuance procedures
  - Prepare the card for mailing including state-approved EBT mail card letter, brochure, and the EBT care ownership and personal responsibility statement.
  - EBT supervisor/designee will approve and sign EBT issuance form and confirm card mailing.
- **Do not update and issue a new card unless that person is in the office or you have reached the 5 or 28 day mark. No card should be issued and left for pickup).**