

RHODE ISLAND DEPARTMENT OF HUMAN SERVICES
Management Services/Program Operations

May 11, 2015
DHS Transmittal 15-12

TO: DHS Staff

FROM: Deborah Buffi
Associate Director

SUBJECT: SNAP Flexible Appointment Letters

SCOPE OF THE PROCEDURAL CHANGE

All SNAP intake appointments must be provided with a flexible appointment letter which offers a block of dates and designated telephone numbers for the customer to call or visit the Department for his/her interview.

IMPLEMENTATION/PROCEDURES

When scheduling a SNAP intake appointment, workers must complete the following steps:

- 1) Cold Call: Call the customer, and if there is no answer, leave a voice mail (if applicable) and identify yourself and state why you are calling. Indicate that they will be called back in 15 minutes. Make the second phone call. If the customer is not reached by the second call, proceed to the next step.
- 2) Mail out a flexible appointment letter: Using InRhodes DAPT, enter the appointment time and then exit the DAPT screen. Next, go back into DAPT and select the scheduled appointment time. Enter 'T' on the line next to the appointment. The text screen will display. Enter the following free-form text on the line next to the appointment according to your office location:

PROVIDENCE:

Please Note: To complete the processing of your application as soon as possible, you may go into your local office or call (401) 415-8356 before the scheduled appointment date/time listed below. Interviews are conducted on a walk-in basis or by telephone during the following times: Monday-Friday from 9:00 a.m. to 3:00 p.m. If you do not call or walk-in before the date and time listed below, we will call you on that date and time to complete the application process.

PAWTUCKET

Please Note: To complete the processing of your application as soon as possible, you may go into your local office or call (401) 721-6687 before the scheduled appointment date/time listed below. Interviews are conducted on a walk-in

basis or by telephone during the following times: Monday-Friday from 9:00 a.m. to 3:00 p.m. If you do not call or walk-in before the date and time listed below, we will call you on that date and time to complete the application process.

WOONSOCKET

Please Note: To complete the processing of your application as soon as possible, you may go into your local office or call (401) 235-6264 before the scheduled appointment date/time listed below. Interviews are conducted on a walk-in basis or by telephone during the following times: Monday-Friday from 9:00 a.m. to 3:00 p.m. If you do not call or walk-in before the date and time listed below, we will call you on that date and time to complete the application process.

WARWICK

Please Note: To complete the processing of your application as soon as possible, you may go into your local office or call (401) 736-1436 before the scheduled appointment date/time listed below. Interviews are conducted on a walk-in basis or by telephone during the following times: Monday-Friday from 9:00 a.m. to 3:00 p.m. If you do not call or walk-in before the date and time listed below, we will call you on that date and time to complete the application process.

MIDDLETOWN

Please Note: To complete the processing of your application as soon as possible, you may go into your local office or call (401) 851-2135 before the scheduled appointment date/time listed below. Interviews are conducted on a walk-in basis or by telephone during the following times: Monday-Friday from 9:00 a.m. to 3:00 p.m. If you do not call or walk-in before the date and time listed below, we will call you on that date and time to complete the application process.

WAKEFIELD

Please Note: To complete the processing of your application as soon as possible, you may go into your local office or call (401) 782-4317 before the scheduled appointment date/time listed below. Interviews are conducted on a walk-in basis or by telephone during the following times: Monday-Friday from 9:00 a.m. to 3:00 p.m. If you do not call or walk-in before the date and time listed below, we will call you on that date and time to complete the application process.

- 3) If the customer responds for either a face-to-face or telephone interview, the case is placed on the Ready-to-Work Tracker and referred to the appropriate team. Green Team members are assigned to the task of working all of the calls and messages left requesting an earlier/alternate interview date and/or time. If the customer completes the interview before his/her scheduled interview time, enter InRhodes DAPT and remove the scheduled appointment time.
- 4) If an interview is pending, the case is referred to the Pending/Processing Team until the

interview is conducted or the application is denied. If the customer never completes the application process, the pending/processing team handles the denial of that case. If the interview is not completed upon the Department's final attempt to contact the household for its scheduled appointment, the required Notice of Missed Interview (NOMI) will auto generate.

Note: Supervisors are required to review the content of this memorandum with their staff.