

Management Evaluation Office Function/Employment Center Walk-through

Service Area/Center _____

Date _____

Evaluator(s) _____

Introduction: It is important, with regards to the Food Stamps or Supplemental Nutrition Assistance Program (SNAP) for customers to have appropriate information available to them either written or verbally. Employment Center (EC) pathways and processes should provide unrestricted access to customers seeking food assistance.

1. Are the hours of operation posted on the exterior of the building?

2. Is the building easily accessible for customers with limited mobility?

3. Are SNAP and Civil Rights posters and other required information available and unobstructed?

Poster #	Required poster/ brochure List	Yes	No
09-02 (6/1/01)	Interpretive Services		
09-15 (1/1/06)	Equal Opportunity - English		
09-15S (2/1/01)	Equal Opportunity - Spanish		
09-25 (9/1/10)	ADA - English		
09-25S (9/1/10)	ADA - Spanish		
09-41 (1/2/10)	Eagle v Angus/Food Stamps		
09-45 (9/1/02)	"And Justice For All"		
09-49 (1/1/05)	Health and Human Services Complaint poster		
02-10 FNS brochure 313 (2/11) & current insert (10/13)	Brochure (Food Stamps Make America Stronger – English)		
02-10S FNS brochure 313S (2/11) & current insert (10/13)	Brochure (Food Stamps Make America Stronger – Spanish)		

4. When a customer inquires about food assistance, what information is provided to them? *(Eagle v Angus card read, options for applying)*

5. What is the process for assisting limited English proficient (LEP) customers?

6. How do you accommodate disabled customers with special needs? *(The worker can give an example or we can provide an example. Such examples could be hearing impaired, blind, in a wheel chair, in need of an authorized representative.)*

7. Explain the process/options for applying for services?

8. What is the process to assist customers in applying if the request is made over the phone? *(Can offer on-line option or local office should mail an application if requested 705-1 [2].)*

9. What is the process/options for completing the application interview?

10. What is the process for providing a face-to-face interview if requested by the applicant?

11. What phones are available for applicants to complete their interview? *(Is there a wait time to use the phones, any privacy concerns?)*

12. Describe the process and information provided for applicants that choose not to complete the interview at the time of application?
(For either hard copy or online applications)

13. For online applications, are there computers available in the EC for applicants to use? *Is there a wait time to use the computers?*

14. Are staff available to assist customers with the application, interview or documentation processes?

15. Explain how hard copy applications are processed (if not covered earlier)?

16. How is the *Date of Receipt* documented for paper applications and other paperwork received at the EC?

17. What is the process for handling documents received from customers in the EC?

18. Is there a secure drop box available at the EC? If yes, how often is it emptied?

19. What is the process for Issuing emergency EBT cards that are given out in person at the office? *(Verify identity, check eREP for authorization, logging of EBT cards, submittal of the log to finance)*

20. What is the process for addressing discrimination complaints? *(This is specific to discrimination complaints, not general complaints)*

21. What, if any, barriers exist to receiving benefits?
(Long wait times, confusing pathways, handoffs, employment first philosophy, etc. This is a place for our observations of the office pathway.)