

Customer Service Practices

1. Are application packets complete and current?
2. Are applications available to all who request one?
3. Are potential applicants informed of their right to file, where to file and the importance of filing the application the same day; and are they offered an opportunity to pick up the application and file it the same day?
4. Are interviews scheduled for applicants who are not interviewed the same day they submit their application?
5. Are applicants informed of their responsibility to reschedule when they miss an initial interview?
6. Are applicants screened for expedited FS eligibility throughout all office hours?
7. Are workers available during all office hours to answer questions on programs, eligibility requirements and how to apply?
8. Are the needs of people with special circumstances: employed, elderly, disabled, ill, no transportation, etc. accommodated?
9. Does the agency follow its Limited English Proficiency (LEP) Plan?
10. Are non-civil rights complaints resolved and is a file kept and reviewed annually?