

On-Line Application Systems (6/09)

In June 2009, FNS conducted a survey of States' SNAP on-line applications. The survey requested information about the systems' functions, State application processing procedures following the on-line application, and system usage and State agency contacts. Currently 23 States allow an applicant to fill out an application found on the State's SNAP web site and transmit it electronically to the State agency to begin processing. Although included in the survey, Indiana's and California's operating systems are not State-wide but are available to significant portions of their caseload. Other States are in various stages of development including piloting and testing new systems, but they are not yet operational, and are not included in the survey.

The following chart summarizes the information collected in the survey.

State	Prescreens & Populates App.	Notified Name & Address to File	Saves App. & Restart Function	Electronic Signature	App. Populates ADPS	Applicant Notified App. Received	Applicant Can Track App.	Verification Directions Provided	Other Programs in On-line System	Other Languages
AZ	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	TANF & various medical	Spanish
CA*	No	Yes	Yes	Yes	Yes	Notifies of Sent, Not Received	No	Yes	None currently	Spanish
DE	Yes	No	Yes	Yes	Partial	Notifies of Sent, Not Received	No	Yes	Medical, Long term care, TANF, Child care	None
FLA	Yes	Yes	Yes	Yes	Partial	Yes	Yes	Yes	TANF, Medicaid, Refugee Assistance	Spanish and Creole
GA	Yes	Yes	Yes	Yes	Partial	Yes	Yes	Yes	None	Spanish
Ill	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	TANF, GA, Medical	Spanish
IN*	Yes/Yes	Yes	Yes	Yes	Partial	Yes	Yes	Yes	TANF, Medicaid	Spanish
IA	Yes/No	Yes	Yes	Yes	Partial	Yes	No	Yes	TANF, Medicaid, Child Care	Spanish
KS	Yes	Can file, but not informed	Yes	Yes	No	Yes	No	Yes	TANF, Child Care, Child Support, Energy Assistance, GA	10 other languages
MA	Yes/No	Yes	Yes	Yes	Yes	Yes	No	Yes	None	None
MD	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	TANF, Medical, Child Care, Energy Asst.	None

State	Prescreens & Populates App.	Notified Name & Address to File	Saves App. & Restart Function	Electronic Signature	App. Populates ADPS	Applicant Notified App. Received	Applicant Can Track App.	Verification Directions Provided	Other Programs in On-line System	Other Languages
NE	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Medicaid, Child Care, TANF, AABD, Energy Assistance,	Spanish
NJ	Yes	No	Yes	Yes	Yes	No	No	No	Family Care, GA, TANF, Medicaid	Spanish
NY	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	None	None
PA	Yes/Some Until 1/2010	No. New version will	Yes	Yes	Yes	Notifies of sent not received	Yes	Yes	TANF, Medicaid, Child Care, CHIP, LIHEAP	Spanish
RI	Yes	Yes	Yes	Yes	Partial	Yes	No	Yes	None	None
TX	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Medical, TANF, Long Term Care	Spanish
TN	Yes/No	Yes	Yes	Yes	No	Yes	No	Yes	TANF, Medicaid	Spanish
UT	Yes	Yes	No	Yes	No	Yes	Yes	No	TANF, Medicaid, Child Care	Spanish
VA	Yes/Yes	Yes	Yes	Yes	No	No	No	Yes	WIC, TEFAP	None
WA	No	Yes	Yes	Yes	Partial	Yes	No	No	TANF, Childcare, D/A Treatment, Nursing Home Care, Medical	None
WVA	Yes	Yes	Yes	No	Partial	No	No	Yes	CHIP, Medicare, LIEAP	None
WI	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Medical, Family Planning Waiver	Spanish

State	Screening for Expedited: How and When	Scheduling Interviews for Expedited	Notification of Interview: Expedited Processing	Notification of Interview: 30-day Processing	Point of Contact When Interview is Scheduled
AZ	System screens at application	By phone Phone interviews encouraged	Phone and Notice	Notice	Notice
CA*	System screens, worker decides	Varies by local office Phone interviews encouraged	Phone	Phone or mail	Varies by county
DE	System screens at Application	Mail or phone From worker	Mail or phone From worker	Mail or phone From worker	Worker is point of contact
FLA	System screens	Phone then letter - phone interviews encouraged	Phone then letter	Phone then letter	Notice has phone #
GA	System screens	Phone within 3 days first, then notice - phone interviews encouraged	Phone	Notice	Provide on Notice or via phone
Ill	System screens at Application	Phone for next day first, then notice	Phone or notice	Notice	Worker and phone # on notice
IN*	At Application (part of pre-screening)	Time of application if possible, then phone first then mail	Phone, ADP generated notice or manual notice	ADP generated notice or manual notice	Contact is call center
KS	Local office screens	Notice Mailed – Waiver of F-T-F pending	Mail or phone	Mail or phone	Notice provides worker name and phone number
MA	System screens at Application	Phone within 48 hours or mail	Phone first then mail	Phone first then mail	At end of application and again when notice goes out
MD	System & worker screens	Phone or Notice – Phone interviews encouraged	Phone or notice	Notice or letter	Notice gives contact
NE	System screens, worker decides	Phone Phone interviews encouraged	Letter and sometimes phone	Letter	Letter
NJ	Local office screens	Varies by local office	Letter	Letter	Letter gives name and phone number

State	Screening for Expedited: How and When	Scheduling Interviews for Expedited	Notification of Interview: Expedited Processing	Notification of Interview: 30-day Processing	Point of Contact When Interview is Scheduled
NY	Assigned worker screens	Phone then notice	Phone then notice	Phone then notice	Worker's name and number in letter
RI	Assigned worker screens	Scheduled within 7 days- can request phone interview	Letter	Letter	Worker's name & phone number provided in notice
TX	System screens	By phone and phone interview conducted unless F-T-F requested	Phone first then notice	Mail	Notice provides phone, office and worker (if known)
TN	Local office screens	Phone call first, then by mail, F-T-F most often	Phone first then notice	System generated notice	Provided on notice
UT	System screens	Customer calls in to interview	Customer calls to schedule	Customer calls to schedule	OLA confirmation page provides number
VA	Assigned worker screens	Mail or phone call from EW. Phone interviews encouraged	Mail or phone	Mail or phone	Notice or phone
WA	Worker screens	Phone Phone interviews encouraged	Notice and Phone	Notice and Phone	Letter
WVA	Local office screens	Mail or phone call	Mail or phone	Mail or phone	Worker's name on notice
WI	System screens – based on questions listed near front of app.	Phone first , then mail	Phone first , then mail	Local county	Local county decision
WA	Worker screens	Phone Phone interviews encouraged	Notice and Phone	Notice and Phone	Letter

*Pilot counties in Indiana & four counties in California