

### Process and Functionality of States' Call Centers (CC's) -3/10

In January 2010, a survey of States SNAP Call Centers (CC's) was conducted through the seven FNS Regional Offices. The survey requested information about the centers' operations, including center functions, process and staffing, technology and performance standards. At this point in time, 31 States have operating CC's. However, there is a great deal of variation between these States in terms of functions and coverage of the CC's.

The following chart summarizes the information collected in the survey.

State	Year of Implementation	Number & locations of Call Centers	Interactive voice response?	Provide Application Assistance?	Screen for Eligibility?	Schedule Interviews with local offices?	Provide status of Application?	Return Calls made to local offices?	Accept Reported Changes?
AZ	2006	1 Central	Yes	No	Yes	No	Yes	No	Yes
CA*	Various start up dates for each county.	Generally 1 cc per county. Not all 58 counties have CC's	Few do, though others are exploring.	Varies by county. Some complete interviews	Varies by county	Varies by county. Some complete interviews	Varies by county	Varies by county	Varies by county
CO*	2005, 2010	3 in county offices, 1 w/minimal SNAP functions	General & Logistical	No	Yes	No	Yes	Yes	Limited
CT	2009	3 – local offices	No	Yes	Yes	Yes	Yes	Yes	Yes
DE	2002	2 in local offices	No	No	Yes	No	Yes	Yes	Yes



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NV	2004	1 Central	Yes	Yes	No	No	Yes	No	Some
NY*	2008	7 – 6 in NYC, 1 in Onondaga	Yes for 1 office	Yes	Yes	Yes	Yes	Yes	2 Yes
OH*	2000 - 2009	8 in 8 counties	No	Most	Varies by county	Most	Yes	1 Yes	Yes
OK**	2008	1 in local office for six counties	Office locations	Yes	Yes	Yes	Yes	Yes	Yes
OR	2000	6, 2 CC's only, 4 in local offices	No	Yes	Yes	No	Yes	No	Yes
PA	2006	11 – local offices	No	Yes	No	No	Yes	Yes	Yes
SC	2008	1 in state office	Allows transfer to EBT	Yes	Yes	No	Yes	No	Yes
TN	2004	5, all but 1 stand alones	No	Yes	No	Yes	Yes	No	Yes
TX**	2006	3 in stand-alone CC's	Yes	Yes	Yes	Yes	Yes	No	Yes
UT	2000	1 virtual for state in staff homes, local offices and CC's	Web referral and SNAP information	Yes	Yes	NA – HH calls in for interview	Yes	Yes	Yes

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VA*	2001	1 in Norfolk	No	No	No	No	Yes	Yes	Yes
VT	2009	1- regional office	Yes – general, case status	Yes	No	No	Yes	No	Yes
WA	2000	1 virtual statewide system in 6 regional call centers	Case status, appointment times, benefit amounts	Yes	No	Yes	Yes	Yes	Yes
WV	2000	2 – in north and south - 2 regions each	No	Yes	Yes	No	Yes	Yes	Yes
WI*	2003 -2009	5, in 4 counties and 1 State-wide for SNAP HH w/o children	Yes – information varies by county	Most	Most	Most	Most	Yes	Yes

\*CC's administered by individual Counties

\*\*CC operates in part of State

State	Process Reported Changes?	Calls Answered by Eligibility workers?	Process Initial Applications?	Enter data from Application?	Send Requests for verification and/or verify with collateral contacts?	Does CC conduct the Interview?	Does the CC Determine Eligibility?
AZ	Yes	Most	No	No	Not with Initial Apps	No	No
CA*	Varies by county	Yes for the most part, varies by county	Varies by county	Varies by county	Varies by county-some, not all.	Varies by county	Varies by county
CO*	No	No	No	No	No	No	No
CT	Yes	No	No	Yes	Yes	No	No
DE	Yes	Yes	No	No	No	No	No
DC	Yes	Yes	No	No	No	No	No
FL	3 Yes	Yes	3 Yes	3 Yes	3 Yes	3 Yes	3 Yes
GA	Yes	Yes	No	Yes	No	No	No
ID	Yes	General, No	No	No	Yes	No	No
IN**	Varies w/some or all handled by CC	No	No	Yes	Send requests	No	No
IA	Yes	Yes	No	No	No	No	No
MD	Yes	Yes	Yes	Yes	Yes	Yes	1 Yes
MA	1 Yes	2 No, 1 Yes	1 Yes	1 Yes	1 Yes	1 Yes	Yes
MN*	No	No	1 Yes, 1 No	Yes	1 Yes	1 Yes	1 Yes
NV	Some	No	No	No	Yes	No	No
NY*	Yes	Yes	2 Yes	2 Yes	2 Yes	2 Yes	2 Yes
OH*	Varies by County	Varies by county	1 Yes	1 Yes	Varies by county	No	No
OK**	No	Yes (based on callers choice)	No	Yes	Yes	No	No
OR	Yes	Most	Yes	Yes	Yes	No	Yes
PA	Yes	Yes	No	No	No	No	No
SC	Yes	No	No	No	No	No	No
TN	Yes	Yes	1 Yes	Yes	Yes	Yes	Yes
TX**	Yes	No	No	No	No	No	No

State	Process Reported Changes?	Calls Answered by Eligibility workers?	Process Initial Applications?	Enter data from Application?	Send Requests for verification and/or verify with collateral contacts?	Does CC conduct the Interview?	Does the CC Determine Eligibility?
UT	Yes	Yes	Yes	Yes	Yes	Yes	Yes
VA*	Yes	No	No	No	No	No	No
VT	Yes	No	No	Yes	No	Yes	No
WA	Yes	Yes	No for SNAP	No	No	No	No
WV	Yes	Yes	Yes	Yes	Yes	Yes	Yes
WI*	Yes	Varies by county	2 Yes	2 Yes	2 Yes	2 Yes	2 Yes

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State	Can callers leave after hours messages?	Accept Recipient Complaints?	Resolve Complaints or send alerts?	Number of Staff in CC's	Number of eligibility workers or operators	Full SNAP training?	Staff State, county or private?
AZ	No	Yes	Yes	110 (230 before budget crises)	Est. 30	Varies	State
CA*	Varies by county	Varies by county	Varies by county, but for most part, yes.	Varies by county	Varies by county	Varies by county. Some CC staff don't routinely have SNAP calls so training is minimal.	County staff
CO*	No	Yes	Yes and Alerts	35 in 2 CC's	30 in 2 CC's	No	County
CT	Yes	Yes	Yes	20	6	Yes	State
DE	Yes	Yes	Yes	13	5	Yes	State w/ private temps.
DC	Yes	Yes	Yes	56	31	Yes	State
FL	No	3 Yes	3 Yes	654	426	3 Yes, in 1 abbreviated	State w/private temps.
GA	Yes	Yes	Yes	<b>158</b>	128	Yes	Varies by call type
ID	No	Yes	Yes	119	91	Yes	State w/private temps
IN**	Yes	Yes	Yes	169	151	Yes	Private
IA	No	Yes	Yes	60	48		State
MA	No	Yes	Yes	16	10	Yes	State
MD*	No	No	No	6	5	No	County
MN*	Yes in Hennepin No in Olmstead	Yes	1 Yes, 1 no but alerts	70		Yes	County
NV	No	Yes	Yes	24 agents	0 EW's	Yes	State

State	Can callers leave after hours messages?	Accept Recipient Complaints?	Resolve Complaints or send alerts?	Number of Staff in CC's	Number of eligibility workers or operators	Full SNAP training?	Staff State, county or private?
NY*	No	Yes	Yes			Yes	County
OH*	No	All but 1 yes	All but 1 yes			Varies	County
OK**	No	Yes	Yes and alerts	25	21	Yes	State & University
OR	Yes	Yes	Yes	230		Yes	State
PA	No	Yes	Yes	157	131	Yes	State
SC	No	Yes	Yes	15	9	No	State
TN	No	Yes	Yes	339	282	Yes	State
TX**	No	Yes	Yes	800+	335	Yes for State staff	Private w/ State
UT	No	Yes	Yes	630	(36 teams)	Yes	State
VT	No	Yes	Yes and alerts	15	12	Yes	State
VA*	Yes	Yes	Yes	25	7	Yes for EW's	County
WA	No	Yes	Yes	800+	95% workers	Yes	State
WV	No	Yes	Yes	55	46	Yes	State
WI*	Varies by county	Yes	Yes	102 County & State, 65 Contracted		Yes	State, County and ESC - private

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State	Other Programs in Call Centers	Is a translation service available and languages beyond Eng./Span.	Performance standards?	Supervisors monitor calls?	Tools available to CC staff beyond Fax, Email and State IMS
AZ	TANF, Medicaid, Child Care	Yes – language line used and workers that speak an additional 6 languages	Yes	Yes	Document Imaging and Data Matching
CA*	TANF, SNAP, MC, some child care. Varies by county	At a minimum, language line interpreters used for calls.	No	Some recording of calls, monitoring via reports or listening in on calls	Document imaging in some counties.
CO*	Medical, TANF, Adult Financial	Yes	1 yes	No	Document Imaging in 1, no email in 1
CT	Medicaid & Financial	Yes	No	No	Some offices have Data Matching
DE	GA, Child Care, TANF & Medicaid	Yes	No	Overhear in workers cubes	Document Imaging Data Matching
DC	TANF & Medicaid	Yes	Yes	Yes	Document Imaging Data Matching
FL	Refugee Assistance, TANF & MA	Yes	Yes	Yes	Document Imaging Data Matching
GA	TANF & MA	Yes	Yes	Yes	Document Imaging Data Matching
ID	Child Care & Medicaid	None	Yes	Yes	Document Imaging Data Matching

State	Other Programs in Call Centers	Is a translation service available and languages beyond Eng./Span.	Performance standards?	Supervisors monitor calls?	Tools available to CC staff beyond Fax, Email and State IMS
IN**	TANF & Medicaid	Yes	Yes	Yes and recorded	Document Imaging
IA	Disasters & Medicaid	Yes	Yes ("handle" time- 9-12 minutes)	Yes and recorded	Document Imaging Data Matching
MA	Cash Assistance & Employment Services	Yes, Haitian	Yes	No	
MD*	None	Yes, Hindi, Punjabi	No	Yes	Data Matching
MN*	TANF, Medicaid & varies by county	Yes, Somali, Russian Arabic	Yes (Olmstead- 24 hours to return calls)	Yes in Hennepin, No in Olmstead	Document Imaging Data Matching
NV	TANF Medicaid, Child Care	Yes – language line used	Calls tracked for average speed to answer	Yes	Data Matching
NY*	None	Yes	Varies by county	Unknown	Document Imaging Data Matching
OH*	TANF & Medicaid	Varies by County	Yes in most counties	Yes in most counties	Most counties have Email, some Data Matching
OK**	Child Care, TANF & Medicaid	Yes	Yes	Yes	Document Imaging Data Matching
OR	Some TANF, Medicaid & Daycare	Yes	Yes	Yes	Document Imaging (pilot)
PA	LIHEAP, TANF & Medicaid	Yes	No	Yes	Document Imaging Data Matching
SC	TANF	Yes	No	Yes	Document Imaging Data Matching

State	Other Programs in Call Centers	Is a translation service available and languages beyond Eng./Span.	Performance standards?	Supervisors monitor calls?	Tools available to CC staff beyond Fax, Email and State IMS
TN	TennCare, TANF & MA	Yes	Track calls ( )for average speed to answer	Yes	Document Imaging Data Matching
TX**	Women's Health & Medicaid	Yes	Yes	Yes and recorded	Document Imaging Data Matching
UT	GA, Child Care, SCHIP, TANF & Medicaid	Yes	Establishing baseline	Yes	Document Imaging
VT	Fuel Assistance & Medicaid	Yes	Yes, (less than 5 minute "talk time")	Yes	
VA*	TANF & Medicaid	Yes	Yes	No	Document Imaging
WA	Child Care & Medicaid	Yes, Russian Vietnamese, Somali, Cambodian, Mandarin	Yes	Yes	Document Imaging and Data Matching
WV	Medicaid	Yes	No	Yes	
WI*	Badger Care, Child Care & Medicaid	Yes	No	Yes except for 1	Document Imaging Data Matching

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