COMMUNITY PARTNER INTERVIEW DEMONSTRATION

PERFORMANCE DATE

Name of State:

	REPORTING PERIOD		
	DATA ELEMENTS	05/1/2015 to 7/31/2015	8/01/2015 to 10/31/2015
Applications Completed	Number of regular application completed.		
	Number of expedited application completed.		
	Total number of applications completed.		
Applications Submitted	Number of regular applications submitted.		
	Number of expedited application submitted.		
	Total number of applications submitted.		
Applications Approced	Number of regular applications approved.		
	Number of expedited applications approved.		
	Total number of applications approved.		
Application Processing Time	Number of regular applications processed within 30 days.		
	Number of expedited aplications processed within 7 days.		
	Number of active case errors for regular cases.		

Case Errors	Number of active cases for expedited cases.		
	Number of negative case errors for regular cases.		
	Number of negative cases errors for expedited cases		

Will ad reasons for denial

Program Access

State Name:

Enter values for **each** site seperately for the given time period. Data should represent total counts for each site.

Name of Site:

DATA ELEMENTS		FY 2015		FY 2016				FY 2017				FY 2018				FY 2019				FY 2020	
		05/01/15 to 06/30/15	7/1/15 to 9/30/15	10/01/15 to 12/31/15	01/01/26 to 03/31/16	04/01/16 to 06/30/16	07/01/16 to 09/30/16	10/01/16 to 12/31/16	01/01/17 to 03/31/17	04/01/17 to 06/30/17	07/01/17 to 09/30/17	10/01/17 to 12/31/17	01/01/18 to 03/31/18	04/01/18 to 06/30/18	07/01/18 to 09/30/18	10/01/18 to 12/31/18	01/01/19 to 03/31/19	04/01/19 to 06/30/19	07/01/19 to 09/30/19	10/01/19 to 12/31/19	01/01/20 to 03/31/20
Customer Service	Total customers served																				
	Number of customers who received SNAP application assistance																				
	Number of customers who recieved SNAP application interviews																				
Applications Submitted	Number of regular applications submitted																				
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Recertifications Submitted	Total number of recertifications submitted																				

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DATA ELEMENTS		FY 2015		FY 2016				FY 2017				FY 2018				FY 2019				FY 2020	
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Name of Site:

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		05/01/15 to 06/30/15	7/1/15 to 9/30/15	10/01/15 to 12/31/15	01/01/26 to 03/31/16	04/01/16 to 06/30/16	07/01/16 to 09/30/16	10/01/16 to 12/31/16	01/01/17 to 03/31/17	04/01/17 to 06/30/17	07/01/17 to 09/30/17	10/01/17 to 12/31/17	01/01/18 to 03/31/18	04/01/18 to 06/30/18	07/01/18 to 09/30/18	10/01/18 to 12/31/18	01/01/19 to 03/31/19	04/01/19 to 06/30/19	07/01/19 to 09/30/19	10/01/19 to 12/31/19	01/01/20 to 03/31/20
Customer Service	Total customers served																				
	Number of customers who received SNAP application assistance																				
	Number of customers who recieved SNAP application interviews																				
Applications Submitted	Number of regular applications submitted																				
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	Total number of applications submitted																				
Recertifications Submitted	Total number of recertifications submitted																				

Eligibility Decision

State Name:

Values below should be the **total for all sites** for the given time period. Data should represent total counts for each site.

DATA ELEMENTS		FY 2015		FY 2016				FY 2017				FY 2018				FY 2019				FY 2020	
		05/01/15 to 06/30/15	7/1/15 to 9/30/15	10/01/15 to 12/31/15	01/01/26 to 03/31/16	04/01/16 to 06/30/16	07/01/16 to 09/30/16	10/01/16 to 12/31/16	01/01/17 to 03/31/17	04/01/17 to 06/30/17	07/01/17 to 09/30/17	10/01/17 to 12/31/17	01/01/18 to 03/31/18	04/01/18 to 06/30/18	07/01/18 to 09/30/18	10/01/18 to 12/31/18	01/01/19 to 03/31/19	04/01/19 to 06/30/19	07/01/19 to 09/30/19	10/01/19 to 12/31/19	01/01/20 to 03/31/20
Applications Approved	Number of regular applications approved																				
	Number of expedited applications approved																				
	Total number of applications approved																				
Applications Denied	Number of days to eligibility decision																				
Number of days to eligibility decision	Regular Apps - Average number of days between app date and approval date																				
	Expedited Apps - Average number of days between app date and approval date																				

Error Rates

State Name:

Bases values on the errors found in the random sample of applications from all sites.

DATA ELEMENTS		May 1, 2015 - September 30, 2015	FY 2016	FY 2017	FY 2018	FY 2019	October 1, 2019 - April 30, 2020
Case Errors	Number of sampled cases for payment accuracy						
	Number of sampled cases with positive (active) errors						
	Number of denied/terminated sampled cases						
	Number of sampled cases with negative errors*						

Instructions: Review a sample of applications from the community sites (see demonstration Terms and Conditions for details on size of sample). The State agency should re-verify items for which State agency policy requires independent verification at certification. FNS expects that the State agency's certification policy for verification conforms to FNS regulations and follows procedures specified in the Quality Control 310 Handbook. If, for any reason, one or more application items were not independently verified at certification as per FNS policy, those items must be verified using independent sources of information as part of the review. These reviews should focus primarily on errors related to income, deductions, and household composition. The State agency may conduct these reviews via telephone. The State agency should report on all errors by case.

Causes of Errors

Record causes of errors for the given time period.

May 1, 2015 - September 30, 2015

FY 2016

FY 2017

FY 2018

FY 2019

October 1, 2019 - April 30, 2020

Timeliness

State Name:

Bases values on the timeliness of of all applications submitted by all sites in the give time period.

	DATA ELEMENTS	May 1, 2015 - September 30, 2015	FY 2016	FY 2017	FY 2018	FY 2019	October 1, 2019 - April 30, 2020
Application Processing Timeliness	Number of sampled cases						
	Regular Apps - Percent of regular cases processed within 30 days						
	Expedited Apps - Percent of expedited cases processed within 7 days						

Instructions: The State agency should report the percent of all applications submitted by the community partners that were processed within current timeliness standards. The State agency should differentiate between expedited and regular 30-day applications. The State agency should identify the causes of any cases that do not meet the timeliness requirements, as measured in accordance with the quality control methods.

Causes of Errors

Record causes of untimely cases for the given time period.

May 1, 2015 - September 30, 2015

FY 2016

FY 2017

FY 2018

FY 2019

October 1, 2019 - April 30, 2020

CLIENT SATISFACTION SURVEY

State Name:

Record responses from the customer satisfaction survey administered to a sample of applicants from all sites.

May 1, 2015 - September 30, 2015

	Survey Questions	Responses								
		A	B	C	D	E	F	G	H	I
1	Why did you choose this location? [Select all that apply.]									
2	When you first went to (FILL NAME FROM 1), how long after you arrived did you have to wait to speak with someone who could provide you with the assistance you needed?									
3	Have you ever applied for SNAP before?									
4	[If yes to 3]: Was the application process easier or harder this time around?									
5	Thinking about all the interactions you have had with [FILL NAME FROM 1], how satisfied are you overall with the SNAP-related services or assistance they offered you?									
6	The staff at [FILL NAME FROM 1] were very knowledgeable about SNAP, SNAP eligibility and the application procedures.									
7	It was difficult to find someone at [FILL NAME FROM 1] who was available to help me apply for SNAP.									
8	The people at [FILL NAME FROM 1] seemed confused about what information or documents I needed to have with me during the interview.									
9	The location where I was interviewed for SNAP benefits did not have amenities that I needed to complete my application.									
10	My interview for SNAP benefits was conducted in an area that offered enough privacy.									

FY 2016

	Survey Questions	Responses								
		A	B	C	D	E	F	G	H	I
1	Why did you choose this location? [Select all that apply.]									
2	When you first went to (FILL NAME FROM 1), how long after you arrived did you have to wait to speak with someone who could provide you with the assistance you needed?									
3	Have you ever applied for SNAP before?									
4	[If yes to 3]: Was the application process easier or harder this time around?									
5	Thinking about all the interactions you have had with [FILL NAME FROM 1], how satisfied are you overall with the SNAP-related services or assistance they offered you?									
6	The staff at [FILL NAME FROM 1] were very knowledgeable about SNAP, SNAP eligibility and the application procedures.									
7	It was difficult to find someone at [FILL NAME FROM 1] who was available to help me apply for SNAP.									
8	The people at [FILL NAME FROM 1] seemed confused about what information or documents I needed to have with me during the interview.									
9	The location where I was interviewed for SNAP benefits did not have amenities that I needed to complete my application.									
10	My interview for SNAP benefits was conducted in an area that offered enough privacy.									

FY 2017

	Survey Questions	Responses								
		A	B	C	D	E	F	G	H	I
1	Why did you choose this location? [Select all that apply.]									
2	When you first went to (FILL NAME FROM 1), how long after you arrived did you have to wait to speak with someone who could provide you with the assistance you needed?									
3	Have you ever applied for SNAP before?									
4	[If yes to 3]: Was the application process easier or harder this time around?									
5	Thinking about all the interactions you have had with [FILL NAME FROM 1], how satisfied are you overall with the SNAP-related services or assistance they offered you?									
6	The staff at [FILL NAME FROM 1] were very knowledgeable about SNAP, SNAP eligibility and the application procedures.									
7	It was difficult to find someone at [FILL NAME FROM 1] who was available to help me apply for SNAP.									
8	The people at [FILL NAME FROM 1] seemed confused about what information or documents I needed to have with me during the interview.									
9	The location where I was interviewed for SNAP benefits did not have amenities that I needed to complete my application.									

10	My interview for SNAP benefits was conducted in an area that offered enough privacy.									

FY 2018

	Survey Questions	Responses								
		A	B	C	D	E	F	G	H	I
1	Why did you choose this location? [Select all that apply.]									
2	When you first went to (FILL NAME FROM 1), how long after you arrived did you have to wait to speak with someone who could provide you with the assistance you needed?									
3	Have you ever applied for SNAP before?									
4	[If yes to 3]: Was the application process easier or harder this time around?									
5	Thinking about all the interactions you have had with [FILL NAME FROM 1], how satisfied are you overall with the SNAP-related services or assistance they offered you?									
6	The staff at [FILL NAME FROM 1] were very knowledgeable about SNAP, SNAP eligibility and the application procedures.									
7	It was difficult to find someone at [FILL NAME FROM 1] who was available to help me apply for SNAP.									
8	The people at [FILL NAME FROM 1] seemed confused about what information or documents I needed to have with me during the interview.									
9	The location where I was interviewed for SNAP benefits did not have amenities that I needed to complete my application.									
10	My interview for SNAP benefits was conducted in an area that offered enough privacy.									

FY 2019

	Survey Questions	Responses								
		A	B	C	D	E	F	G	H	I
1	Why did you choose this location? [Select all that apply.]									
2	When you first went to (FILL NAME FROM 1), how long after you arrived did you have to wait to speak with someone who could provide you with the assistance you needed?									
3	Have you ever applied for SNAP before?									
4	[If yes to 3]: Was the application process easier or harder this time around?									
5	Thinking about all the interactions you have had with [FILL NAME FROM 1], how satisfied are you overall with the SNAP-related services or assistance they offered you?									
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9	The location where I was interviewed for SNAP benefits did not have amenities that I needed to complete my application.									
10	My interview for SNAP benefits was conducted in an area that offered enough privacy.									

October 1, 2019 - April 30, 2020

	Survey Questions	Responses								
		A	B	C	D	E	F	G	H	I
1	Why did you choose this location? [Select all that apply.]									
2	When you first went to (FILL NAME FROM 1), how long after you arrived did you have to wait to speak with someone who could provide you with the assistance you needed?									
3	Have you ever applied for SNAP before?									
4	[If yes to 3]: Was the application process easier or harder this time around?									
5	Thinking about all the interactions you have had with [FILL NAME FROM 1], how satisfied are you overall with the SNAP-related services or assistance they offered you?									
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9	The location where I was interviewed for SNAP benefits did not have amenities that I needed to complete my application.									
10	My interview for SNAP benefits was conducted in an area that offered enough privacy.									

Staffing

State Name:

Enter values for **each** site seperately for the given time period.

Name of Site:

DATA ELEMENTS	May 1, 2015 - September 30, 2015	FY 2016	FY 2017	FY 2018	FY 2019	October 1, 2019 - April 30, 2020
Average number of State merit personnel performing SNAP interviews in the geographic area served by the CBO.						
Total number of community partner staff hours to conduct SNAP interviews for given time period.						
If community partner hours are from a time study, indicate date of time study .						

Name of Site:

DATA ELEMENTS	May 1, 2015 - September 30, 2015	FY 2016	FY 2017	FY 2018	FY 2019	October 1, 2019 - April 30, 2020
Average number of State merit personnel performing SNAP interviews in the geographic area served by the CBO.						
Total number of community partner staff hours to conduct SNAP interviews for given time period.						
If community partner hours are from a time study, indicate date of time study .						

Name of Site:

DATA ELEMENTS	May 1, 2015 - September 30, 2015	FY 2016	FY 2017	FY 2018	FY 2019	October 1, 2019 - April 30, 2020
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If community partner hours are from a time study, indicate date of time study .						

Name of Site:

DATA ELEMENTS	May 1, 2015 - September 30, 2015	FY 2016	FY 2017	FY 2018	FY 2019	October 1, 2019 - April 30, 2020
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Total number of community partner staff hours to conduct SNAP interviews for given time period.						
If community partner hours are from a time study, indicate date of time study .						

Name of Site:

DATA ELEMENTS	May 1, 2015 - September 30, 2015	FY 2016	FY 2017	FY 2018	FY 2019	October 1, 2019 - April 30, 2020
Average number of State merit personnel performing SNAP interviews in the geographic area served by the CBO.						
Total number of community partner staff hours to conduct SNAP interviews for given time period.						

Number of State merit personnel performing SNAP interviews - Give average number of State merit personnel performing SNAP interviews in the specified pilot area for the given time period. Include personnel who perform SNAP interviews as part of combined State applications for multiple benefit programs. Only include merit personnel.

Number of community partner staff hours to conduct SNAP interviews - Give TOTAL number of hours spent by community partner staff conducting project activities in the specified pilot area for the given time period. Include hours spent by full time and part time staff. If an employee conducts the interview for a SNAP applicant, count all hours that employee spends assisting that SNAP applicant obtain benefits (e.g. answering questions, helping with verifications, follow-up calls to the State agency etc.).

Time Study - To ease data collection burdens, community partners may conduct a time study to assess total number of project hours. The time study should be conducted independently in each site at least once a year.

If community partner hours are from a time study, indicate date of time study .						

Name of Site:						
DATA ELEMENTS	May 1, 2015 - September 30, 2015	FY 2016	FY 2017	FY 2018	FY 2019	October 1, 2019 - April 30, 2020
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Name of Site:						
DATA ELEMENTS	May 1, 2015 - September 30, 2015	FY 2016	FY 2017	FY 2018	FY 2019	October 1, 2019 - April 30, 2020
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Total number of community partner staff hours to conduct SNAP interviews for given time period.						
If community partner hours are from a time study, indicate date of time study .						

Demonstration Project Costs

State Name:

Values below should refelct total costs **for all project sites** in the given time period.

DATA ELEMENTS		May 1, 2015 - September 30, 2015	FY 2016	FY 2017	FY 2018	FY 2019	October 1, 2019 - April 30, 2020
Total Cost	Total Cost to community partners to conduct projects. Give dollar amount.						
State/Federal Share	Share of project costs provided by the State agency including any dollars that pass through the State agency to the community partner. Give total dollar amount of State share here and provide breakdown in dollars by source of funds below.						
	SNAP Administrative Funds						
	SNAP Outreach funds						
	Other Federal funds (please specify)						
	State funds						
	Other funds (please specify)						
Community Partner Share	Share of project costs provided by community partners. Give dollar amount.						

Compensation Narrative

Describe below any agreements between the State agency and one or more of the community partners to provide compensation to the community pertners for their project services. Include agreements to provide SNAP administrative match, SNAP outreach funding, or any non-SNAP related local, State, or Federal dollars. Use as much space as needed.

May 1, 2015 - September 30, 2015	
FY 2016	

FY 2017	
FY 2018	
FY 2019	
October 1, 2019 - April 30, 2020	