Evaluate Alternatives:

- **For SSA employee to consider during telephone interview:**
  - Are original documents absolutely required per policy or is there an exception?
  - Can the customer submit evidence by any other method?
  - Is there an online service the person can utilize?
  - Is there another way to meet the customer's need? For example, if the person thinks he/she needs a social security card for proof, could an SSN printout suffice?

- **Questions/Directions for the Public:**
  - Do you have the required original documents?
  - Can you mail the original documents to the office?
  - Can the customer use a drop box? (If no, continue.)

Explain Limited Service Express Interview Process:

- "We will schedule a time for you to visit the office to submit your document in person. This will be a 5-minute in person interview in which we will certify your presented document and return the document to you."
- "During the in-person interview, we will not have time to discuss any other SSA business."
- "We will be happy to discuss any additional business or questions you may have prior to ending our current phone conversation."

Screen Per EM-20028 SEN REV:
When scheduling the dire need in-office appointment, managers and designated staff must perform the following actions:

- Remind the individual that only the individual, and if necessary someone assisting the individual, should enter the office. Other visitors are not permitted.

Inform the individual that all visitors entering Social Security Administration (SSA) offices must wear a face covering that covers their mouth and nose while in the SSA facility. (**We will provide a face covering to any visitor that arrives for an appointment without one**.)

- *NOTE: Exceptions to the face covering policy include visitors under 2 years old and people who cannot wear one, generally for medical reasons. If the visitor individual reports being unable to wear a face covering, management will make alternative service plans.*
- Inform the individual that you will perform a screening with them now, but they will need to review the posted signage when they arrive and complete the screening process again before entering the building.
- Inform the individual that they cannot enter the building if they have any of these symptoms; cannot meet the screening criteria; or feel ill in any way.

- Continue with the screening for the individual and the person assisting the individual during the visit, if applicable.
- Let the individual know that you will read a series of questions, and at the end, you will need to know if any, but not which specific ones(s), apply to them.
- Do you have any of the following symptoms?
    - Cough or sore throat
    - Fever (100.4 degrees or higher)
    - Chills
    - Shortness of breath or difficulty breathing
    - Muscle pain or body aches
    - Headache
    - New loss of taste or smell
    - Gastrointestinal symptoms like nausea, vomiting, or diarrhea
- In the last 14 days, have you:
    - Been diagnosed with COVID-19;
    - Received instructions to monitor for symptoms or self-quarantine;
    - Traveled outside the country; or
    - Been within 6 feet of a person who was diagnosed with COVID-19?

IMPORTANT: Do not record or maintain responses to these questions. Individuals are not required to provide details regarding their responses, and you may not ask for details.

- If the individual responds "Yes" to any of these questions, the manager may not schedule the interview.

NOTE: It is imperative that we still provide service for individuals who have an appointment, but are not able to proceed with their appointment due to having COVID-19 symptoms, or other outlined conditions. You must work with those individuals to ensure we provide service in a safe and healthy manner.

- If the individual responds "No" to all of these questions, the manager will:
    - Verify the individual's contact information.
    - Set up an appointment for the visit.

    ***NOTE**: Appointments must be staggered to comply with social distancing guidelines.*

    - Inform the individual to contact you to reschedule the appointment, or make alternate arrangements for service, if they should experience any of the symptoms you discussed or if they feel ill in any way