

SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

OMB Number: XXXXX
Expiration Date: XXXXXX

Thank you for your participation in the Call Center Telephonic Operation (CCTO) State Agency Survey. Your responses will help the Food and Nutrition Service understand State agencies' operation and administration of the Supplemental Nutrition Assistance Program (SNAP) CCTOs. Your participation is voluntary but critical to the success of these study efforts.

This survey should take about 60 minutes to complete. Your responses will be captured and saved as they are entered. You may exit the survey at any time, and all your previous responses will be retained. When you return to the survey, you will start where you left. If more than one individual is needed to provide the requested information, all respondents will be able to access the saved survey data using the same web survey URL. Any responses entered may be used for analysis regardless of completion status. **All responses will be kept private, safeguarded, and protected,** and only aggregate findings will be reported.

Please make sure your responses are final before completing each section and advancing to the next section.

Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden estimate or any other aspect of Food and Nutrition Services, Office of Policy Support, Alexandria, VA 22302 (0584-0611). Do not return the completed form to this address.

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

The organization of SNAP Call Center Telephonic Operation (CCTO) services can take several forms, including formal call centers with agents (working either on site or remotely), staff working in local offices, and staff working remotely from their homes. CCTO services may also be centralized and cover the entire SNAP caseload or decentralized with different offices and workers covering different areas of the State agency.

Please answer the following questions about the configuration of SNAP CCTO services in your State agency.

Are SNAP CCTO services centralized or decentralized for your State agency?

(Select only one)

☐ Centralized: All SNAP cases in the State agency are served by a single CCTO entity.

☐ Decentralized: SNAP cases are served by separate CCTO entities according to participant geography

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Please describe the type(s) of CCTO configuration your State agency uses in SNAP operations.

(Select all that apply)

☐ Call center(s) with onsite staff

☐ Call center(s) with remote staff

☐ Local office(s) with employees working on site

☐ Local office(s) with CCTO staff working remotely

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

What are the typical operating hours of your CCTO?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Which SNAP functions in your State agency are conducted via CCTO services?
(Select all that apply)

- ☐ Providing general SNAP information and contact information for local offices
- ☐ Returning calls made to local offices
- ☐ Accepting reported changes
- ☐ Processing reported changes
- ☐ Accepting and resolving complaints
- ☐ Scheduling interviews with local office staff
- ☐ Providing status of applications and benefit amounts
- ☐ Entering application data from applicants
- ☐ Conducting interviews for initial and recertification applications
- ☐ Sending requests for verification and/or verifying with collateral contacts
- ☐ Processing applications and determining eligibility
- ☐ Other: please specify so that we can understand how CCTOs are used most by State agencies

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

How many CCTO entities does your State agency operate that provide SNAP services?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

What is the total number of initial and recertification interviews that CCTO entity/entities conducted in September 2024?

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How many of these interviews were handled via a CCTO entity (i.e., how many CCTO services were NOT conducted by local offices)?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Does the State agency use unscheduled “on-demand” interviews?

☐ Yes

☐ No

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

How many unscheduled “on-demand” interviews were conducted via CCTO entity in September 2024?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

The following questions ask about how CCTO services are staffed in your State agency.

What is the total number of staff who provide SNAP services via CCTO entities (including nonmerit staff and merit eligibility workers, supervisors, managers, and support staff)?

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Of the 1 staff working within these CCTO entities, how many are nonmerit personnel/vendor staff?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Below are the functions you previously indicated are performed by your State's CCTO staff. Which of these functions do nonmerit/vendor staff perform?

(Select all that apply)

☐ Providing general SNAP information and contact information for local offices

☐ Returning calls made to local offices

☐ Accepting reported changes

☐ Processing reported changes

☐ Accepting and resolving complaints

☐ Scheduling interviews with local office staff

☐ Providing status of applications and benefit amounts

☐ Entering application data from applicants

☐ Conducting interviews for initial and recertification applications

☐ Sending requests for verification and/or verifying with collateral contacts

☐ Processing applications and determining eligibility

☐ Other (specify): Test response

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Does your State agency use a formula to determine the number of telephone lines and staff needed to operate a CCTO?

☒ Yes

☐ No

Please describe the formula.

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Does your State agency periodically adjust the number of staff performing CCTO services based on customer usage?

☒ Yes

☐ No

Please describe the process to adjust staff.

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

This section asks for additional details about the CCTO business processes and integration with other State agency services.

Which SNAP business process does your CCTO follow?

(Select all that apply)

☐ Traditional, with caseloads assigned to individual workers

☐ Virtual caseloads/case banking

☐ Specialized worker units

☐ Other, specify

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Do local SNAP offices also apply a traditional business process to assign caseloads to individual workers?

☐ Yes

☐ No

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Do local SNAP offices also apply a business process of virtual caseloads/case banking?

☐ Yes

☐ No

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Do local SNAP offices also apply a business process of specialized worker units?

☐ Yes

☐ No

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Do local SNAP offices also apply a business process of Test Response?

☐ Yes

☐ No

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Do the SNAP CCTO staff in your State agency also handle programs such as Medicaid and/or the Temporary Assistance for Needy Families?

☒ Yes

☐ No

Please explain how this integration affects a CCTO entity's ability to serve SNAP households, including the advantages and challenges.

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Does the CCTO have an interactive voice response (IVR) system?

☒ Yes

☐ No

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Can the IVR system direct calls to queues for different staff?

☐ Yes

☐ No

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Does the IVR system provide callers with self-service options?

☐ Yes

☐ No

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Are callers able to be transferred to SNAP merit workers upon request when calling your State's CCTO?

☐ Yes

☐ No

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

How are callers transferred upon request to SNAP merit workers?

☐ Automatic transfer through IVR

☐ Manual transfer via CCTO staff

☐ Other (specify)

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

The following questions relate to the CCTO customer service performance metrics your State agency tracks.

Please indicate which of the following CCTO customer service performance metrics your State agency tracks.

(Select all that apply)

☐ IVR time

☐ Hold time to agent

☐ Hold time with agent

☐ Call abandonment rate

☐ Dropped calls

☐ First call resolution

☐ Other metric (specify)

☐ Other metric (specify)

☐ Other metric (specify)

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Describe how your State agency collects and presents data to assess IVR time?

What are the targets the State agency has set for IVR time?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Describe how your State agency collects and presents data to assess hold time to agent.

What are the targets the State agency has set for hold time to agent?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Describe how your State agency collects and presents data to assess hold time with agent.

What are the targets the State agency has set for hold time with agent?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Describe how your State agency collects and presents data to assess call abandonment rate.

What are the targets the State agency has set for call abandonment rate?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Describe how your State agency collects and presents data to assess dropped calls.

What are the targets the State agency has set for dropped calls?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Describe how your State agency collects and presents data to assess first call resolution.

What are the targets the State agency has set for first call resolution?

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Describe how your State agency collects and presents data to assess the other metric specified: Test Response 1?

What are the targets the State agency has set for the other metric specified: Test Response 1?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Describe how your State agency collects and presents data to assess the other metric specified: Test Response 2?

What are the targets the State agency has set for the other metric specified: Test Response 2?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Describe how your State agency collects and presents data to assess the other metric specified: Test Response 3?

What are the targets the State agency has set for the other metric specified: Test Response 3?

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SNAP Call Center Telephonic Operation (CCTO) Toolkit State Agency Survey

Thank you for your participation in the CCTO State Agency Survey.

Click "Next" to submit your survey.

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We thank you for your time spent taking this survey.
Your response has been recorded.

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