

Scripts provided in Coaching Content

Introduction Script:

"Hi – Thank you for calling the DHS Call Center. My name is [Caseworker First name]. May I please ask who I am speaking to? [Customer First and Last Name]. Thank you [Customer First Name]. Can I have a phone number to reach you back at in case we get disconnected? Thank you, how can I help you?"

Commitment Statement:

"Thank you (customer name). I'm committing to assisting you with _____ today."

Check Status in Slime script:

"Thank you, (MR/MS or MRS) , for verifying the application submission date. As I mentioned previously, it takes about (30 days for a Snap/Tanf application and 45 days for an Medicaid application) to be processed. During that time, and until a Social Service Representative begins working the application, there is limited visibility of the status. However, I do have one tool that may provide status information only after a Social Service Representative has begun to work on the application.

- (USE Slime and other Tools available to check status).

Let me go ahead and check and see if I can see anything on your application. If it is not there, it doesn't mean anything is wrong, it just means that the application is in the queue to be worked on. This should just take less than 2 minutes. I appreciate your patience as I look into our database."

- Please check information accordingly, if you are unsure or need help, please reach out In Matters Most and Management will direct you on what to do next.
- IF the needed information the caller is inquiring about is not available in Slime, please provide the verbiage below:

"I am sorry. I don't see any updates in my system yet. Again, this doesn't mean anything is wrong because it takes about 30 days for a Snap/Tanf application to be processed and 45 days for an Medicaid application to be processed."

*****Please Note if Past The Time Frame Mentioned Above Please Transfer To A SSR*****

- If you are able to find information in Slime, or other applicable tools, and the information shows processing, or if the application/recertification is within the time frame of processing, please provide the verbiage below:

"Your application is being processed. If you don't receive any messages from us before ## (calculate 30-45 days from submission date depending on what program), Please feel free to contact us back at this number 202-727-5355 and select Option 1 on the IVR."

*If the caller is upset, still gives push back and asks to speak with a supervisor, please provide an empathy statement and educate them that your supervisor has the same access to the same tools that you use. Let them know that you will place a note in their file ** if applicable** on slime.

- Again please see verbiage below:

"Thank you, (MR./ Mrs or MS), again I can understand your frustration. As I mentioned previously, you have reached the District First Mobile App support team. We are here to assist residents with submitting applications using the District First Mobile App. That means that I have limited access to view applications that you have already submitted. However, I do have one tool that may provide limited status of your information only after a Social Service Representative has begun to work on the application. In your case I have yet to see anything, again, this does not mean anything is wrong because it takes about 30 days for a Snap/Tanf application to be processed and 45 days for a Medicaid application to be processed."

- If it has been past the time frame mentioned (30 days for Snap/Tanf or 45 days for Medicaid) or if you're unable to locate information, please say:

"I don't see an update to your eligibility determination. So I'm going to transfer you to our ESA Public Benefits Call Center. A Social Service Representative (SSR) will check the status of your case. Once they confirm the application is complete and all verification documents have been received, your case will be forwarded to the Offline Processing Team to determine eligibility."

Express Empathy

Empathy Script No Status Available:

"I am sorry that there is no additional status available. I know that you have called multiple times and I understand how important it is for you to get your recertification (application) completed. Don't worry about the letter you received. The letters are automated and are sent even if your recertification has been submitted and is waiting to be processed by an SSR. Due to the pandemic, there is a large backlog of recertifications and applications that are taking longer than anyone would like. As we discussed, there is nothing wrong with the recertification you submitted and you don't need to do anything else right now. We really appreciate your patience as we are working as quickly as possible. One way to get status faster in the future is to use the Mobile App. Do you have

the District Direct app loaded on your phone? I would be happy to help you get it set up and connected to your account."

"I can understand why you feel that way."

"I understand that this process is longer than you thought and can completely understand your frustrations."

"I'm sorry you're not happy with the proposed resolution. I will do all that I can to get you the correct resolution in accordance with your policy."

"I understand how frustrated you are, I will do all that I can to ensure that you receive the best possible service and solution."

"I can understand how frustrating it is when..."

"I realize how complicated it is to..."

"I imagine how upsetting it is to..."

"I know how confusing it must be when..."

"I'm so sorry to hear that..."

Avoiding Transfers

Listen and Acknowledge:

"I understand your urgency. You submitted your application # weeks ago but have not received any communication or additional information back from DHS and you would like to know the status of the application. Is that correct?"

Reframe and take Ownership:

"Thank you, (MR/MS or MRS) , for verifying the application submission date. As I mentioned previously, it takes about (30 days for a Snap/Tanf application and 45 days for an Medicaid application) to be processed. During that time, and until a Social Service Representative begins working the application, there is limited visibility of the status. However, I do have one tool that may provide status information only after a Social Service Representative has begun to work on the application. Let me go ahead and check and see if I can see anything on your application. If it is not there, it doesn't mean anything is wrong, it just means that the application is in the queue to be worked on. This

should just take less than 2 minutes. I appreciate your patience as I look into our database."

Presenting the Resolution Example:

"Thank you for your patience while I looked up your case. I know you anxious to have the application approved. New applications are generally taking up to ## days to accepted and processed. While your case has not been finalized, I am able to see that a SSR has begun working the application. At this time, there is nothing that you need to do. If the SSR needs additional information from you to complete the case review, you will be contacted directly. Also, I would be happy to help you download the Mobile App so that you can check your account for funds as soon as the case is approved. Would you like me to help you with the Mobile App?"

Overcoming Concerns:

"I appreciate your patience as I looked up your case. I understand that you would like to know when it will be approved. As you told me, the case was entered last Friday, the 12th, via District Direct. Currently it takes up to ## days for cases to be reviewed and processed. Until that time has passed and until a SSR has completed their review, there will be no additional information in the system. If the SSR needs additional information from you to complete the case review, you will be contacted directly. Also, I would be happy to help you download the Mobile App so that you can check your account for funds as soon as the case is approved. Would you like me to help you with the Mobile App?"

Delivery of "No Status"

Mr. Customer, thank you for your time today. I fully understand your situation and I understand that you would like more information about your application. Because you received a confirmation, I am confident that your application is simply waiting to be processed. I know that you would like the process to be more timely and I apologize. Unfortunately, because your application was submitted just ## days ago and we have a large backlog, there is not currently any other information in the system about your application. This does NOT mean there is a problem. If there is any further information that is needed from you to process the application, a SSR will reach out to you. We appreciate your patience and I assure you, we are working as quickly as possible. I suggest that we download the District First Mobile app today so that you can have more information in the future about your account. I would be happy to help you. What type of phone do you have?"

De-escalation Response Statement:

Ms. Customer, I understand that you are disappointed and want more information about your application. Unfortunately, because your application was submitted just ## days ago and we have a large backlog, there is not currently any other information in the system. Due to the pandemic, we are NOT currently processing application over the phone. All applications are processed in the order they are submitted. However, as soon as the application is processed, which takes 45 days, you can find status on the District Direct Mobile App. I would be happy to answer any further questions you have about using the App. What questions do you have that I can assist with?

Promoting the App

"The push notifications on the DCAS Mobile App would be great for you. Instead of calling to find out if your benefits will continue. You will receive a notification directly to your phone letting you know your status and if you need to recertify."

Call Recap Example:

"As a brief recap, you called to check the status of your Recertification that you submitted on September 30th. Recertification processing is currently taking 21 days. I looked at all available resources for updates and your recertification has not yet been worked but does not require any additional information from you at this time. If additional information is necessary, an SSR will contact you. Currently, your Recertification is still in the queue to be worked by an SSR and will be processed as quickly as possible, and in the order received. If you have not received any notification by November 1, please feel free to call us back. Is there anything else I can do for you today? Thank you for calling and have a great rest of your day."

Supervisor Request:

"Again I am sorry. I don't see any updates in my system yet. This doesn't mean anything is wrong. I understand you want to speak with a Supervisor, however to get you to the right Supervisor I need a better understanding of your needs. Would you like my Supervisor, who is over The District First Mobile App and General Benefits Inquires or would you like a Social Service Representative Supervisor?"