Interview Outline

Identifying behaviors:

1. Using acronyms (P&P, NQ, 15’ out of the home, ABAWD, etc)
2. Rephrasing questions instead of reading them as they appear or asking leading questions
3. Skipping questions
4. Reading gatepost questions as a list instead of individual questions
5. ABAWD/Work Registrant info
6. Reading the summary incorrectly

RFA will be completed in the training environment and processed to a case with the interview conducted live. We will highlight the above 6 areas to show the incorrect vs correct way to interview. A desk aid will be provided to staff giving an outline for completing an interview along with tips on what not to do.

**Part #1**

Brie will go through the FS interview and will add a second household member to the case and ask the primary person “so I assume that the two of you P&P together right?” She will ask this on the household relationships page. After running through clearance, we will take a break and ask staff what went wrong. Multiple choice:

1. Nothing, she is doing a great job of interviewing
2. She is asking leading questions
3. She is using jargon that the customer might not understand
4. Both b and c

Replay- Brie will go through the household relationships page again and ask if the two purchase and prepare meals together.

**Part #2**

Brie continues through the interview. She will not ask the question on the Electronic Contact Information page and will just enter “no.” On the current demo page she will not ask if the person intends to reside in WI or is a migrant farm worker. She will ask Benefits Received questions for the both of the people in the home. At the end of the Benefits Received page, we will take a break and ask staff what went wrong. Multiple Choice:

1. Nothing, this is exactly how I interview
2. She is asking leading questions
3. She is skipping questions

Replay the correct way

**Part #3**

Brie will ask leading questions on the Individual Non-Financial Gatepost “no one’s pregnant right?, No one’s disabled or blind, right?” Etc. Brie will rephrase the question regarding Drug Felonies. Then we will break and ask staff what went wrong. Multiple Choice

1. Nothing, this is exactly how I interview
2. She is asking leading questions
3. She is rephrasing questions
4. Both b and c

Replay the correct way

**Part #4**

Brie will read the questions on the unearned income gatepost as a list instead of individually. Break and ask staff what went wrong. Multiple Choice:

1. Nothing, this is exactly how I interview
2. She is asking leading questions
3. She is skipping questions
4. She is reading the gatepost items as a list and not waiting for a yes/no response after each one

Note: I’m unemployed and boyfriend gets UC

Replay the correct way

**Part #5**

Brie will say “you are going to be referred to FSET because you are an ABAWD and you will just get information in the mail from them okay?” and will skip all of the questions on the ABAWD/WR screen. Break and ask staff what went wrong. Multiple Choice:

1. Nothing, this is exactly how I interview
2. She is using jargon that the customer might not understand
3. She is not reading the questions as asked
4. Both b and c

Replay the correct way

Note: we need to make sure the primary person is ABAWD with no exemptions and not meeting work requirement

**Part #6**

Brie botches the summary. Break and ask staff what went wrong. Multiple Choice:

1. Nothing, this is exactly how I review the summary
2. She didn’t complete a concise review of the summary

Replay the correct way