

The BLURB

The Blurb #58:
SNAP Application /
Recertification Cold
Calls

What do I do when contact is unsuccessful?

I was just assigned an Action that required a cold call be made and contact was unsuccessful. Am I done? Can I move on to my next Action?

NO!

Always take this case as far as it can go. When your cold call is unsuccessful you must:

- Go to the phone page,
 - Update the phone number(s), if needed, (try other numbers if multiple numbers listed)
 - Check off the perform cold call box, and
 - Select the no radio button indicating the client did not answer.

- Schedule a SNAP telephone application or recertification appointment;
- Send an appointment letter to the client through BEACON;
Note: For reevaluations ensure the mailing address is updated to ensure the client receives the proper notice.
- Enter a narrative explaining the cold call attempt and the date for which the appointment is scheduled;
- Mark the application or recertification as entered; and
- End the action.

This is as far as the case can be taken. Further information regarding the interview or verification should not be entered without conducting an interview with the client. Entering any more information could impact the interview workflow, could cause the system to send out an incorrect VC-I, or could deny the case for the incorrect reason, creating a negative error.

For further information on conducting cold calls follow [this Online Guide link](#) or navigate to the *Conduction Cold Calls for SNAP Application and Recertification* entry in the Guide (Home > Business Process (BP) > Procedures (BP) > Processing Procedures > Conducting Cold Calls for SNAP Application and Recertification)