

WALK IN FS REQUESTS

When a person walks into the JCO, wanting FS, they are greeted by the Customer Service Specialist (CSS). The CSS offers 3 options to apply.

1. ACCESS – computers in lobby
2. Paper – they can complete a paper application
3. Phone – they could call from our lobby, or from home

In all scenarios, we explain the importance of setting a filing date that day.

If they apply on ACCESS and would like to complete the intake immediately, they will be directed to the phones. This is true for both PS and non-PS applicants. Otherwise their application will be assigned to a worker for processing within normal timeframes.

If the applicant insists on seeing someone in person, or immediately, the CSS will email the Lobby Lead. The Lobby Lead may call upon the OCL to complete the intake interview.

If the applicant cannot stay, they will be informed that their application will be assigned to a worker for processing. The applicant has the right to call in later to get application processed, if they cannot wait for the worker to process.