

MANUAL MATERIAL TRANSMITTED					
MANUAL: INCOME MAINTENANCE			CHANGE NUMBER: 75 A		
DELETE			INSERT OR CHANGE		
PAGES	CHAPTER	DATED	PAGES	CHAPTER	DATED
9 - 10	1	2/98	9 - 10	1	2/98
11	1	9/95	11	1	9/95
12	1	2/98	12	1	2/98
DATE: January, 1998			TO: All Income Maintenance Manual Holders		

This change is being made for the sole purpose of reprinting Chapter 1, pages 9, 10, 11 and 12. There was a problem with the Print Shop in printing these pages.

Please read the DW-17 for Change 75 to obtain the changes made to these pages.

Questions should be directed to the OFS Policy Unit.

- Explaining other resources within the agency from which the client may benefit, such as Children with Special Health Care Needs Program, Office of Social Services, work programs, BCSE, etc.
- Finding resources to meet the client's emergency needs by referral to a community resource or by an application for Emergency Assistance.
- Providing a copy of form CAO-40 to each applicant with at least one dependent child, regardless of the Program and the eventual eligibility status of such child. It must also be provided even if both parents are in the home. If the client has questions about information on the form, he must be referred to BCSE.
- Ensuring that information about available community resources addressing domestic violence issues is made available to all persons who could benefit from it.
- Referring all clients who request assistance in dealing with domestic violence to Social Services, so that an interview may be conducted the same day. When this is not possible, referring the client to an available community resource for such services.

J. HOME VISITS

Home visits may be conducted for any Program during any phase of the eligibility determination process when the Worker or Supervisor believes a home visit is advisable. The client may also request one due to illness or inability to travel, when he has no one to act on his behalf.

The client may refuse entry to the Department's representative without losing eligibility, as long as he provides the information which prompted the home visit within a reasonable amount of time, to be mutually agreed upon by the client and the Worker.

Eligibility is not affected for any Program by the client's failure to be home for a home visit, unless:

- At least two attempts have been made; and
- At least the second visit was scheduled; and
- The client has not contacted the county office to make other arrangements.

- If the individual still prefers to make an application by mail, an application form is mailed to him on the date of his telephone call. If the client requested the application by letter, an application form is mailed to him on the day the letter is received in the county office.

When the application form is returned and contains at least the applicant's name, address and signature, an application has usually been made and the policy and procedures concerning the formal disposition of the application are applicable.

EXCEPTION: Poverty-Level pregnant women must also have all verification included with the application form. See the Program-specific section for these cases.

- The date of application is the date the application form is returned to the county office. The forms must be date-stamped when received

EXCEPTION: Poverty-Level pregnant women.

- The application is logged on the ES-15, Application Register, or other register developed by the county office, and assigned to a Worker for processing and completion.

L. CLIENT NOTIFICATION, WRITTEN AND VERBAL

The client must be notified in writing of the final decision on his application and the reason for it. Notification must be provided for each Program for which the client applied, but notification for more than one Program may be included on one form letter.

NOTE: There is specific, court-ordered client notification policy which must be followed. There are also specific forms which must be used and detailed procedures to follow. Chapter 6 is devoted exclusively to client notification.

During the intake interview or during some other client contact prior to written client notification, the Worker may know whether or not the client is eligible and, if so, the amount of the benefit. The Worker may tell the client the status of his application and/or benefit level, if he so chooses. However, even if the client has been told his status and/or benefit level, he must still receive the information in writing. See Chapter 6.