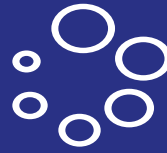


# ADULT FINANCIAL (AF) INTERVIEW PROCESS

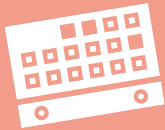


Interviews at initial application and redetermination (RRR) can be completed via phone, good cause to conduct the interview by phone is no longer required for Adult Financial.

# 1

## Application Received

The customer applies for Adult Financial. Application is received at the Eligibility Site and date stamped.



## Notification

At least 4 days advance notice of a scheduled interview is required. Example: Application received 2/16, appointment must be scheduled for 2/20 or later.

# 2

# 3

## Customer in the Lobby

If the customer is in the lobby and the Eligibility Site opts to an immediate Face to Face (FTF) interview, document in Case Comments that notification was waived.



## Customer in the Lobby - opts out

If the customer is in the lobby and the county opts not to do immediate FTF interview, 4-day notification is required. The customer can waive 4-day notification - for example, "I can come back tomorrow at 10." Case Comment that notification was waived.

# 4

# 5

## Phone Call - Cold Call

Eligibility Site can opt to do a cold call. If the customer is reached, document in Case Comments that the customer chose to waive the 4-day notification and completed a phone interview.



If the customer doesn't agree to a shorter time-frame and/or is not reached, then a 4-day notification is required and the interview can be phone or FTF.

