Process for new applications

1. New application is received
   1. IF the client is in the lobby a sameday may be offered otherwise an appointment will be assigned
2. Case is PENDED first by either an APPL or updating TYPE and PROG with new program requests.
3. SCRIPT is run – APPLICATION RECEIVED – either in NOTES or Case Assignement – which has up to 3 parts
   1. Case note the details of the application that was pended
   2. Case note expedited screening from CAF1 IF SNAP is pending
   3. Send an appointment letter IF Cash and/or SNAP are pending – NOTE the date on this notices should NOT be changed UNLESS it falls on a weekend or county holiday
      1. IF the client is in the lobby the UTILITIES MEMO to Word script can be used
4. Case is assigned to worker and transferred (this may happen as a part of the above script – will check
5. IF for some reason an appointment notice did not go out initially – the case will be added to a list that operates a BULK script within the next couple of days – an appointment notice will be sent in the process of the BULK script run for the case.
6. Assigned worker should be performing the regular checks on a pending application (5 day, 10 day, 20 day, 30 day)
7. Once the appointment date has passed a BULK script will send the NOMI – WORKERS DO NOT SEND NOMIS as the NOMI wording has changed with the On Demand Waiver
8. If the case reaches DAY 30 and no interview has been completed, a BULK script will be run to deny these cases WORKERS DO NOT NEED TO UPDATE REPT PND2 FOR DENIALS FOR NO INTERVIEW

If an interview is completed

NOTE: Face to Face interviews are ONLY required on cases in which a case is pending for FAMILY cash and has not been active on any family cash program in the past 12 months.

1. Interview complted
2. Update PROG – be sure to put the interview date in ALL applicable program lines. Also remember to code the migrant/seasonal farmworker area
3. Update STAT with all information currently available. IF for some reason, that is not possible on the same day, run the NOTES – Interview Completed script to case note the interview
4. Run NOTES – CAF script on every case to case note the processing of the CAF WITH the interview
   1. DO NOT run the NOTES-CAF script on a case that requires an interview if no interview has been completed
   2. DO NOT run any other script to case note the interview – NOTES – Client Contact and other scripts do not correctly case note all information relevant to the CAF interview