**Policy Clarifications**

**Cash Assistance – General Assistance**

**PCG-19187-106**

**Submitted: 11/19/2018 Agency: CAOs**

**Subject: General Assistance (GA) Cash Interview**

According to OPS Memo 18-11-03 page 4, procedures under Interviewing, it states ALL Cash Assistance applications require a face-to-face interview.

Example 1: Based on information entered on the application it's clear they do NOT meet a GA Cash category.

Can the IMCW reject the application based on the application or can the IMCW contact the client by phone to confirm the information? Is the face-to-face interview still mandatory when the client is going to be rejected?

Example 2: Client states they receive $1000.00 month in RSDI. System confirms income.

Can the IMCW reject the application based on the application or can the IMCW contact the client by phone to confirm the information. Is the face-to-face interview still mandatory when the client is going to be rejected?

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| **Response By: Policy Clarification Unit Date: 11/30/2018**  You cannot reject a Cash application for being over the income limits without verification of that income.  A screening interview should be attempted to review the application form for completeness and accuracy.  If a determination can be made at this point that the client is clearly ineligible, the disposition of the application will be in accord with subsection 55 PA Code 125.24(c)(7)(vii)(B) and unless the client requests an application interview, the CAO may reject the application 069 and review for other benefits. If the client requests an application interview, one must be scheduled within 13 days after the receipt of the application.  The statement in the OPS Memo refers to both TANF and GA.  If the application is not complete or the CAO doesn’t have enough information and verifications needed to determine eligibility, a face-to-face interview must be scheduled. |  |
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