

.02 During the Interview

REVISION 19
(01/01/12 - 03/31/12)

Review the application to ensure that all questions for the type of assistance requested are completed.

When the application is not completed before the interview, ensure the applicant or representative completes it during the interview. Ask the applicant or representative to answer each question applicable to the benefits they are requesting.

EXCEPTION

When the Primary Informant (PI) requests assistance in completing the application, it may be necessary to complete the application for the PI.

While conducting the interview, inform and explain to the PI or Representative all of the following:

- [Change Reporting Requirements](#)
 - NOTE Advise the PI or Representative of the importance of reporting changes in their address to FAA and the [U.S Postal Service](#).
- [FAA](#) matches with other state and federal computer systems
- [IPV](#), fraud or misrepresentation
- [LIBL and LIBL Hardship Extensions](#)
- [Quality Control – AHCCCS](#)
- [Quality Control – FAA](#)
- Rights and responsibilities
- [Referral for other benefits](#) or programs, when applicable

Ask the applicant whether any changes have occurred since the application was turned in. Review all answers on the application.

Discuss and document the [documentation forms](#) to clarify and resolve any incomplete or inconsistent information.

When changes or discrepancies are found during the [Review of Case History](#), discuss the differences with the PI or Representative to clarify.

Have the applicant complete the Application Addendum (FA-001-B) form for listing additional applicants and absent parents when there is not enough space on the [official application](#).

Thoroughly document the responses to all questions asked during the interview on the appropriate [documentation forms](#).

When verification of mandatory factors is not available at the interview and must be requested, [pend](#) the verification field on the applicable [AZTECS](#) screen and process the screen. Continue with the [interactive interviewing](#).

Document [CADO or the CADO Extension Form \(CEF\)](#) with permanent verification factors to eliminate the need to re-request verification. This includes terminated employment and [OSI](#) reports that are not available when duplicate files are used.

WARNING

When the need to complete a referral to the Department of Child Safety (DCS) or Adult Protective Services (APS) is evident (abuse or neglect) see [DCS Hotline Phone Number](#) or [APS Hotline Phone number](#).