

.02 State Assistance Processing Time Frames - GA Time Frames - Delay is for Other Reasons

Treat delays that don't result from the participant's refusal or failure to cooperate as follows:

- Participants may have interviews scheduled near the 60 day time limit. Give the participant 10 days from the date of the interview to provide required information. Do this even when it extends the processing beyond the 60 day time limit.
- Do not deny an application pending information from a third party, when both the following apply:

The participant is unable to obtain the required information.

They request assistance to obtain the information.

In this situation, complete the following:

- Ensure that the participant's statement and reasons for inability to provide the information are valid.
- Explore other means of verification or sources of the required information that might be available to the participant.

When GA eligibility is approved ON the 60th calendar day from the date of application, GA benefits must be made available to the participant the same day. (See [Same Day Availability](#))

Document all reasons for delays in processing beyond the 60 day limit on CADO.