

Right to First Contact Resolution

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This section includes information about First Contact Resolution.

Policy

A participant has the right to have an eligibility determination completed the same day as the interview for NA or CA applications when **all** of the following occur:

- The participant or the authorized representative provides all necessary documents before or during the interview.
- FAA receives all mandatory information and verification needed during the interview.

The participant has the primary responsibility for verifying eligibility factors. When the participant requests assistance, the agency assists in obtaining the verification.

Procedures

Complete the eligibility determination during the interview when all mandatory eligibility factors are verified.

During the interview, assist the participant in obtaining verification. Document the [case file\(g\)](#) with **all** of the following:

- The reason a collateral contact is used
- The necessary verification information
- Any attempts made to obtain a collateral contact

Do not use collateral contacts to verify **all** of the following eligibility factors:

- Noncitizenship Status
- Relationship
- Social Security Number
- U.S. Citizenship

Verification

See the [Eligibility Factors Table](#) for more information about required verification for NA and CA mandatory eligibility factors.

Legal Authorities

7 CFR 273.2(a)(1)

7 CFR 273.2(e)(1)

45 CFR 206.10(a)(2)(i)

[Prior Policy](#)

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