

## A Interviewing New Applications - Overview

**REVISION 46**  
(01/01/18 - 12/31/18)

Applicants are responsible to call the interview line or come into an FAA office to complete an interview when applying for NA and CA.

For new applications, see [application screening](#) to determine the following:

- The benefits for which applicants are potentially eligible.
- Which of the following specific time frames applicants must be interviewed by:

[Expedited Applications](#)

[Grant Diversion](#)

Hospitalized applicants

[Kinship Care](#) child only applications

[Kinship Foster Care](#) child only applications

Two parent CA applicants (See [TPEP Application Process](#))

A single application may be used for multiple-month determinations and multiple programs, based on the applicant's circumstances.

### WARNING

Do not delay processing any program when eligibility requirements have not been met for other programs.

When an application is denied for any program, continue processing other program determinations using the documentation and verification already received.

Interviews must be completed in one of the following manners:

- In the FAA office.
- At the applicant's home. (See [Completing Home-Based Interviews](#))
- By a telephone interview.
- Representatives may complete or assist with the interview. The CA PI must be present for the interview.

The applicant may be assisted in completing an application by approved outside agencies who then [refer the application](#) to FAA.

Applicants must complete the interview within 10 calendar days from the date of application.

**WARNING**

NA expedite applicants and TPEP applicants must be interviewed within five calendar days from the date of application.

Interviews for new applications must be completed to allow the determination within program specific time frames.

NOTE Participants must have the opportunity to complete an office interview upon request.

Sufficient time must be given to allow the PI to provide verification. The PI must be given at least ten calendar days from the date of the information request to provide the verification.

Interview deadlines are to meet specific application processing time frames as outlined below:

- CA applications must be interviewed to allow an eligibility determination to be completed within 45 calendar days from the date of application. The 45-day period begins the day following the day the application is received.
- NA new and [untimely renewal](#) applicants must call or come into an FAA office to complete the interview within 10 calendar days from the date of application. Determinations must be completed within 30 calendar days from the date of application. The 30-day period begins the day following the day the application is received.
- [NA expedite applicants](#) must be interviewed within five days from the day of application. Determinations must be completed so that benefits are received within seven calendar days from the date of application.
- [TPEP applicants](#) must be interviewed within five calendar days from the date of application.

Interview flexibility must include nontraditional hours such as the following:

- Before 8:00 AM
- After 5:00 PM
- During lunch hours
- Weekends

ARCHIVED (Valid until 12/09/19)