

05 Waiver of the Office Interview - Overview

A face-to-face interview with the NA PI is required with new applications. Waive the face-to-face interview upon request of the PI when both of the following occur:

Participants in the case are unable to appoint a representative
Participants are unavailable to come into the office

The reasons may include, but are NOT limited to, the following:

- Sixty years of age or older.
- Physically or mentally handicapped.
- Unable to access available transportation.
- Illness or required to care for someone in the home.
- Living in a rural area.
- Prolonged severe weather.
- Work or training hours.

When an NA participant waives the office interview, a [telephone interview](#) or home visit must be completed.

Document the CADO or the CADO Extension Form (CEF) with the reason why a request for waiver was either granted or denied.