

C Informing the Participants of Important Information

REVISION 47
(01/01/19 - 12/31/19)

When conducting an interview, FAA must inform participants of their [rights and responsibilities](#) as listed on the application. Participants are informed of their rights and responsibilities in one of the following ways:

- By FAA staff when completing an interview.
- By the FAA IVR when calling to complete an interview.

NOTE Review the Rights and Responsibilities (FAA-1573A) desk aid with the participant when the participant has not been informed of their rights and responsibilities by the FAA IVR (Interactive Voice Response).

During the interview, review and advise the participant of the following in relation to the programs requested:

- The Family Assistance Programs - What You Need to Know (PAF-001-B) booklet. The PAF-001-B includes information regarding the programs administered by the FAA.
- A nonqualified noncitizen is not eligible for NA or CA benefits and that DES has the responsibility to report discovered violations of federal immigration law.

NOTE Read the Noncitizen Script aloud verbatim to the participant.

- [Family Benefit Cap Period](#) (FBCP).
- Division of Child Support Services (DCSS) requirements. (See [Cooperation with Child Support Services](#))
- [Unwed Minor Parent](#).
- [12 Month State Benefit Limit](#) (STBL) and [60-Month Lifetime Benefit Limit](#) (LIBL) requirements. Review the CODC screen for each participant.

NOTE Provide a screen print of the CODC, upon request.

- [Individual Development Account\(g\)](#) (IDA).

- Benefit Issuance Dates.
- Complaint Procedures. (See [Appeals](#) and [Discrimination Complaint](#))
- [Change reporting requirements](#).

NOTE Advise the participant of the importance of reporting changes in their address to FAA and the [U.S Postal Service](#).

- FAA receives information through an [interface\(g\)](#) with another state or federal computer system.
- [Referral for other benefits](#) or programs.
- [NA E&T - Informing Participants](#).
- Fraud, [Intentional Program Violation](#), [trafficking of NA benefits](#) or misrepresentation.
- [Quality Control](#).
- [EBT QUEST Card - Participant Education](#).
- Potential eligibility for [NA Transitional Benefit Assistance](#) (TBA) when a related CA case is closed.
- The requirement to turn in child support and court-ordered medical support to DCSS. (See [Benefit Cap](#) and [Unwed Minor Parent](#) policies)

Document the [case file\(g\)](#) when additional information is reviewed with the participant.

Answer all questions the participants may have about benefits or programs. When necessary, elevate the questions to a supervisor. The supervisor will also elevate the question when necessary.