03   Conducting the Interview

This section includes procedures for conducting an interview.

Procedures

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Before Starting the Interview

Before beginning an interview, report any cases immediately in which there may be a conflict of interest. (See Conflict of Interest - Reporting Responsibilities for reporting instructions and procedures.)

Review the application to ensure *all* of the following:

- All questions on the application are answered.
- The application has been signed.

Before completing the interview, ensure the application and programs are registered correctly and screened for *all* of the following:

- Benefits for which the budgetary unit is potentially eligible.
- Potential eligibility for expedited services. (See Requirements for NA Expedited Service for criteria to screen the application.)
- Potential changes to active programs.
- Involvement with other agencies. (See Referred Applications for procedures for the specific referring agency.)
- Potential eligibility for CA Kinship Child Only special considerations. (See Kinship Child Only Screening for information on criteria that qualify the application for Kinship Child Only special considerations.)
- Potential eligibility for Grant Diversion.
- The specific time frames for completing an interview.

NOTE   For CA, ensure that all persons in the [caretaker relative(g)](#) [family(g)](#) of the child for whom CA benefits are being requested are registered in AZTECS. AZTECS uses the information to complete the CA Needy Family Test.

Complete a review of all information on the current and prior application before beginning the interview questions. Explore and resolve all unclear or incomplete information with the budgetary unit during the interview. This process is known as a Review of Case History or a Prior.

Completing a Prior means to compare information from the prior application to answers on the current application. Complete a Prior by reviewing *all* of the following:

- The current application

- The prior application and any reported changes during the last approval period

- All changes reported prior to the date of the interview

Review all the appropriate screens in AZTECS and HEAplus to determine whether changes have occurred since the last application. Investigate and document answers to *all* of the following questions:

- Is this a new or renewal application? Review *one or more* of the following screens:

    CAP2

    AFBH

    FSBH

    NOHS

    NOTE   For notices mailed on or after 11/15/2022, view notice content in [OnBase(g)](#).

- Is there unclear information that needs to be addressed? Review *all* of the following screens:

    CADO

    INDA

    HEAplus Case Summary

- Did the budgetary unit change? Review *one or more* of the following screens:

    CAP2

    HOSU

    SEPA

    HEAplus Case Summary

    HEAplus Eligibility Application Summary

    HEAplus Submitted Application Summary

- Did the address change? Review *one or more* of the following screens:

  CAP1

  HOSU

  HEAplus Case Summary

  HEAplus Eligibility Application Summary

  HEAplus Submitted Application Summary

- Did the income change? Review *one or more* of the following screens:

  HOSU

  SEEI

  UNIN

  EAIN

  FSBH

  AFBH

  ININ

  HEAplus Case Summary

  HEAplus Eligibility Application Summary

  SOLQI Response Summary

  HEAplus Submitted Application Summary

- Did the expenses change? Review *all* of the following screens:

  HOSU

  EXNS

- Review the HEAplus Information Belongs To screen

- Are there any pending associated or stacked applications? Review *one or more* of the following screens:

  HEAplus Case Summary

  HEAplus Application Summary

NOTE   When reviewing AZTECS screens, do not change any data for months that benefits have not been issued.

(See Conducting a Prior Review Desk Aid for more information about completing a prior.)

During the Interview

⚠️ When there is evidence of abuse or neglect toward anyone in the household and you or the person may be in immediate danger, contact office security or your supervisor. It is important not to ask a participant directly whether they, or a member of their family, are a victim or survivor of domestic violence, sexual harassment, sexual abuse, or stalking. The abuser may be present and cause them harm after the interview.

Respect the participant's right to privacy and conduct a confidential interview. (See Right to Confidential Case Information for more information about confidentiality and keeping the information provided by the participant safe.)

Advise participants that certain program requirements may have good cause exemptions for participants and family members that are victims or survivors of *any* of the following:

- Domestic violence

- Sexual Harassment

- Sexual Abuse

- Stalking

Explore program requirements for good cause reasons that can potentially be waived or deferred, when a participant indicates they fear compliance could result in harm to themselves, or their family.

Advise the participant of the forms of verification that can be provided to support their claim of good cause and provide additional resources for immediate, free, confidential help.

For more information about good cause reasons and available resources, see *all* of the following CNAP Manual references:

- Good Cause for Noncooperation

- Work Requirement Disqualifications

- Arizona Coalition to End Sexual and Domestic Violence

- National Domestic Violence Hotline

- National Sexual Assault Hotline

When any of the participants are potentially a nonqualified noncitizen, read the Noncitizen Script (FAA-1710A) form verbatim to the participant.

NOTE   Ensure the participant understands both the script and that a nonqualified noncitizen is not eligible for NA or CA benefits.

When the budgetary unit includes noncitizen participants, inform the participant that applying for or receiving NA does not affect *any* of the following:

- The right to remain in the United States

- Eligibility for Lawful Permanent Resident (LPR) status

- The right to keep LPR status

- The ability to become a United States citizen

- Public charge(g) determination

Use the FAA interactive interview method called Key As You Go. As the participant answers questions during the interview, key the information into the Health-e-Arizona PLUS (HEAplus) Interview pages and AZTECS screens at the same time. Use the Key As You Go method in both in-person and telephone interviews.

There may be instances where the Technical Information Process System (TIPS) transfer(g) to AZTECS has not yet been transmitted. When this occurs, complete *all* of the following:

- Conduct the interview through HEAplus.

- Run Eligibility in HEAplus.

- Register the application in AZTECS when TIPS has not transmitted to AZTECS by the end of the interview.

A participant must be informed of their rights and responsibilities as listed on the application. The participant is informed of their rights and responsibilities in *one* of the following ways:

- By FAA staff when completing an interview.

- By the FAA Interactive Voice Response (IVR) when calling to complete an interview.

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

Resolve discrepancies, questionable(g) or unclear(g) information, and changes during the interview. This includes, and is not limited to, *any* of the following:

- Budgetary unit composition

- Income

- Expenses

- Verification

- Case Documentation

- Documents in Health-e-Arizona Plus (HEAplus) and OnBase(g)

- AZTECS interface(g) verification

- Office of Special Investigation (OSI) reports

- Overpayment Verification Request

When the cost of the participant's expenses is greater than the participant's income, discuss EEI with the participant. (See Expenses Exceed Income for additional procedures.)

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

Review applicable forms, brochures and booklets with the participant. This includes, and is not limited to, *any* of the following:

- Assistance Programs What You Need to Know (FAA-0001C) brochure

- How to Use Your Arizona Quest Card (FAA-1045A) booklet

- Other materials specified by the office management

NOTE   Document what was reviewed with the participant

When the interview includes NA

When the interview includes NA, also complete *all* of the following during the interview:

- Screen each NA participant for *all* of the following:

    An ABAWD Exemption.

    An NA Work Requirement Exemption.

- When the budgetary unit includes an ABAWD participant, who does not meet an ABAWD Exemption or NA work requirement exemption, complete *all* of the following:

    Read the NA ABAWD and Work Requirements and SNAP CAN Referral Script (FAA-1786A) form to the PI or Authorized Representative to complete *all* of the following:

    Explain the ABAWD time limits and work requirements.

    Explain the NA work requirements and disqualifications. (See NA Work Registration for additional information.)

    Explain the assistance and services offered by the Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN).

    Determine whether a participant in the budgetary unit is appropriate to refer to SNAP CAN based on the participant's statement to *any* of the following questions:

    - Would any of the assistance offered by SNAP CAN help reduce any barriers you have to participating in the program or gaining employment?

- Would any of the services offered by SNAP CAN meet your needs now, or in the future?

When a related CA case is closed, explain *all* of the following:

- Potential NA Transitional Benefit Assistance (TBA) eligibility
- Potential Transitional Child Care (TCC) eligibility

Screen for NA Expedite eligibility using the information on the application and the discussion with the participant. When the participant becomes eligible for NA expedited services between the day of the interview and the application date, complete *all* of the following at the interview:

- Ask the PI for an explanation of the change.

- When the explanation is questionable, have the PI provide verification of their explanation.

- Postpone verification and process the NA application as expedited when verification of their explanation cannot be obtained during the interview.

- Update the AZTECS screen as needed with the information provided during the interview.

- Document the change that has occurred and the date the change was discovered in the case file.

When the interview includes CA

See Tribal TANF Assistance Programs for additional Tribal TANF information.

When the interview includes CA or TPEP, complete *all* of the following during the interview:

- Review the Family Benefit Cap Period (FBCP) and Benefit Cap policy. (See CA Family Benefit Cap Period for specific information.)

- Explain the Division of Child Support Services (DCSS) requirements. (See Cooperation with Child Support Services for cooperation requirements.)

- Explain the requirement to turn in child support and court-ordered medical support to DCSS.

- Explain the Unwed Minor Parent requirements, when applicable.

- Review Lifetime Benefits Limit (LIBL) and State Benefits Limit (STBL) and the CODC screen for each participant.

  NOTE   Provide a screen print of the CODC to the participant upon request.

- Discuss the referral for other benefits or programs requirement. (See Apply for Other Benefits for CA for specific information.)

- Explain the assignment of rights to other benefits for CA, when applicable.

- Explain the CA drug testing requirements.

- The Personal Responsibility Agreement (PRA), when applicable.

  NOTE   The participant must sign *one* of the following:

    - Cash Programs PRA(FAA-1523A) form

    - FAA1523 Unity Form

    - The Personal Responsibility Agreement (A026) notice

- Review all potential good cause reasons for program requirement exemptions.

- The Jobs Program Preliminary Orientation (JPPO), when applicable.

  NOTE   The JPPO requirement does not apply to *any* of the following:

    - Two Parent Employment Program (TPEP)

    - Grant Diversion (GD)

    - Tribal TANF

    - Participants with a Jobs Exemption

For more information on JPPO compliance, see JPPO FAA Responsibilities.

When conducting a TPEP interview, see TPEP Interview Process Procedures for additional discussion points.

Determining Eligibility During the Interview

A single application may be used for multiple-month determinations and multiple programs. Before ending the interview, determine eligibility for any program that has eligibility requirements met. Discuss the results of the determination with the participant.

NOTE   When an application is denied for any program, continue processing other program determinations using the documentation and verification already received. Do not delay processing any program when eligibility requirements have not been met for other programs.

When the determination cannot be completed due to unavailable required verification complete *all* of the following:

- For NA and CA, send an information request notice from AZTECS for each program that the verification is needed. (See Notices List for a complete list of notices.)

- Ensure that all eligibility factors have been requested on the HEAplus Request for Information (RFI) letter for the MA program.

Ending the Interview

Review the application and verification to ensure all the questions and issues have been addressed and the application has been signed.

Provide the participant with copies of the forms that were reviewed during the interview. For telephone interviews, explain these forms are available in the Document Center. When the participant does not have access to the internet, mail the forms.

When not previously discussed, review *all* of the following when appropriate:

- Receiving and using the EBT QUEST Card.

    NOTE   Encourage participants to set up an ebtEDGE account and provide education about the ability to lock their EBT account to prevent fraud.

- Benefit issuance dates.

- When verification is needed, explain *all* of the following:

    What verification must be provided

    The deadline for providing the verification

    How to provide the verification (See Providing Verification for instructions)

- The right to withdraw from benefits at any time.

- Change reporting requirements and how to report a change. (See Standard Reporting or Simplified Reporting for applicable change reporting requirements.) .

    NOTE   Advise the participant of the importance of reporting changes in their address to FAA and the U.S. Postal Service to receive important notices. For an in-person interview, provide the participant with the Change Report (FAA-0412A) form.

- Complaint Procedures. (See Appeals(g) and Right to File a Complaint for procedures of each.)

- FAA receives information through an interface(g) with other state or federal computer systems.

- How information matching State Verification Exchange System (SVES) is used to verify information.

- The Declaration and Statement of Truth.

- There are penalties for fraud, Intentional Program Violations, trafficking of NA benefits, and misrepresentation.

- There are consequences when a participant fails to complete *any* of the following:

    Jobs requirements

    Cooperation with DCSS

- The participant's responsibility to cooperate with Quality Control.

- When the budgetary unit is eligible for the Restaurant Meals Program (RMP), explain the benefits of this program. (See Meals Program Restaurants.pdf for a list of participating Arizona restaurants and retailers.) Visit the DES website at des.az.gov/na or https://des.az.gov/food-assistance for more information on the

RMP and other food assistance information, including other resources and frequently asked questions.

The RMP is available when *all* participants in the NA budgetary unit meet *any* of the following eligibility requirements:

- Elderly (60 years of age or older)
- Has a disability
- Homeless(g)
- The spouse of an NA participant who is eligible for the RMP and is included in the budgetary unit

- The participant may be eligible for *any* of the following childcare programs offered by the Child Care Administration (CCA):

    CA Employed Child Care for employed CA participants.

    Transitional Child Care for former CA participants who are employed.

    Low Income Working Child Care for non-CA participants who need childcare for employment needs.

    For additional information regarding services provided by CCA, see the Child Care Administration's webpage.

- Availability of Women, Infants, and Children Nutritional Program (WIC) benefits, when applicable.

After the Interview

Document the case file(g) with details about the interview.

Ensure supporting documentation and verification have been uploaded to HEAplus or OnBase(g).

NOTE   Verification documents received and uploaded during the interview are not required to be date stamped. Do not use the "Received" stamp on original legal documents or when a participant requests a document not be date stamped.

Ensure that all the correct notices have been sent.

Ensure the AZTECS case is in the current system month.

Ensure that the participant has been advised of the programs that are to their best advantage. When a participant adds one or more programs, see Programs Added During the Interview for instructions to adjust the application.

NOTE   When the participant is a victim or survivor of domestic violence, sexual harassment, sexual assault, or stalking, offer to call the Arizona Coalition to End Sexual and Domestic Violence, the National Domestic Violence Hotline, or the National Sexual Assault Hotline. When the participant accepts, complete *all* of the following:

- Place a call to the requested hotline

- Wait for a live agent

- Introduce the participant

- Transfer the participant.

⚠️ When there is evidence of abuse or neglect toward anyone in the household and the person does not seem to be in immediate danger, report the evidence immediately after the interview. (See the [Department of Child Safety Hotline](#) or [APS Hotline Phone number](#) for contact information to report abuse or neglect.)

Home-Based Interviews

All participant and FAA responsibilities for completing the interview and application process remain the same for home-based interviews. Prior review of AZTECS, HEAplus screens, and the application should be completed before leaving for the home-based interview when system access is not available during the interview.

All of the following specifically apply to home-based interviews:

- Do not arrange home-based interviews outside normal working hours of the FAA office, except at the request of the PI. A supervisor must approve any after-hours home-based interviews.

- For CA, conduct a home-based interview when there is reason to believe that an eligibility error can be avoided by conducting the interview in the participant's home. Conduct home based interviews for CA when *any* of the following apply:

  Information received from the PI or collateral sources is inconsistent with information in the case file and cannot be resolved satisfactorily.

  A more careful examination of the case is needed, based on prior experience.

  NOTE   When a home-based interview is conducted for a CA interview, the PI must be present for the interview.

  When a home-based interview for CA is conducted to complete a case audit and information is obtained from a responsible person, there is no requirement for the PI to be present. Do not take adverse action in these situations.

- When a home-based interview is scheduled with a participant, send the Appointment Notice (C900). Include on the C900 *all* of the following:

  Date of the appointment

  Time of the appointment

  NOTE   A range of time is acceptable (e.g., between 9 a.m. and 12 p.m.)

  The location of the home-based interview in the PLACE field

  The worker's name and telephone number in the WORKER NAME field

  NOTE   Include a state-issued cell phone number, when possible

- Confirm the appointment by phone before leaving for the interview, when possible

- Reschedule the home-based interview when the PI contacts the office and requests a new appointment time.

When visiting a participant's home, stay within *all* of the following guidelines:

- Exercise caution and common sense.

- Do not become involved in any potentially dangerous situation.

- Advise your supervisor of your destination and estimated time of return.

- Take proper identification (DES/DBME ID card) to the interview.

- When the participant appears to be intoxicated or under the influence of drugs, terminate the visit. Reschedule the home-based interview or have the participant come to the office for an interview.

- Confine the interview to matters of eligibility.

- Always be professional and courteous.

- Do not enter parts of the participant's home other than the kitchen or living room area.

- Do not be aggressive.

- Do not question children. (The parent may retaliate against the child for providing previously undisclosed information.)

⚠ When there is evidence of abuse or neglect toward anyone in the household and you or the person may be in immediate danger, contact your supervisor.

AZTECS Keying Procedures

When a new NA application is determined to be an NA expedited application, key Y in the EXPEDITED FS field on APMA.

During the interview, key as you go through all AZTECS screens ensuring that complete and accurate information is keyed on *all* of the following screens:

- APEM

- ADDR/ADFF

- INDA

- SEPA

- PRAP/DISA

- EBPM

- MAST

- TEOA

- RESE
- RARE
- IDCI/NOCS
- SSDO
- SPRD
- Absent Parent Screens for any child who is in the home, is a half-sibling to the child in common, and has deprivation due to the absence or death of a parent
- VOQS
- FIAC
- LIAS
- VEHI
- OTAS
- FSRD when there is NA on the case
- AFRD when there is CA on the case
- UNIE/EDWO
- UNIN/UNIC
- EAIN/EAIC
- SEEI/SEEW
- EXNS/EXPC
- WERE/CODC/CODF
- WORW
- HOSU – review for accuracy

See *any* of the following for special keying procedures when the application includes Tribal TANF:

- [Hopi Tribal TANF](#)
- [PY Tribal TANF](#)

HEAplus Procedures

Ask the participant all questions in the HEAplus Interview Pages and key information into HEAplus Interview pages.

After keying all the interview questions, complete *all* of the following:

- Complete the required fields on the "Interview Details" page for NA or CA.

NOTE   When the interview was completed, enter the date, time, and Interview Type. When the interview is not completed, click the radio button next to the Not Completed status and indicate why the interview was not completed.

- Run Eligibility.

- Document the case file to support the participant responses and the disposition.

Programs Added During the Interview

When the participant wants to apply for one or more additional programs during the interview, complete *all* of the following:

- Add the additional programs through the Report A Change function in HEAplus.

- Register the program's application effective date as the date of the interview.

- Complete additional application questions in HEAplus when necessary.

- Ensure that all persons in the caretaker relative(g) family(g) of the child for whom CA benefits are being requested are registered to the case.

During a face-to-face interview with a paper application, ask the participant to complete *all* of the following:

- Check the appropriate boxes on the official FAA application.

- Initial each newly checked box.

- Document the current date next to the checked box to indicate the date the application was filed for that program.

- Register the programs in accordance with the application effective date.

- For CA, ensure that all persons in the caretaker relative(g) family(g) of the child for whom CA benefits are being requested are registered in AZTECS. AZTECS uses this information to conduct the CA Needy Family Test.

- Conduct the interview as described in the procedures while asking additional questions and completing additional application questions in HEAplus, when necessary.

DBME Job Aid in SharePoint

Completing the CA Interview – Job Aid

Prior Policy

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