

PROCEDURES FOR DETERMINING THE CAUSE OF THE DELAY IN APPLICATION PROCESSING

Food Assistance rule 5101:4-5-07

The Factor that Results in Delayed Application Processing:	Delay Caused by the Assistance Group When:	Delay Caused by the County Agency When:
Incomplete Application	The application remains incomplete even though the county agency offered its assistance with completing the application.	The county agency fails to offer assistance with completing the application.
Incomplete Verification	<p>The assistance group does not provide sufficient verification by the 30th day even though the county agency:</p> <ul style="list-style-type: none"> • Provided a statement of required verification (JFS 07105; see JFS Forms Central); • Offered to assist the assistance group with obtaining the requested verification; and • Allowed at least 10 days for the assistance group to provide the verification prior to the 30th day. 	<p>The county agency fails to:</p> <ul style="list-style-type: none"> • Provide the assistance group with a statement of required verification (JFS 07105; see JFS Forms Central); • Offer to assist the assistance group with obtaining the requested verification; and • Allow at least 10 days for the assistance group to provide the verification prior to the 30th day.
Interview	The assistance group fails to participate in the first interview, the county agency mails a notice of missed interview (NOMI), and the assistance	<p>The county agency fails to:</p> <ul style="list-style-type: none"> • Send a notice of missed interview (NOMI; JFS 04218 or the CRIS-E equivalent) when

	<p>group:</p> <ul style="list-style-type: none"> • Requests a second interview, postpones it until after the 20th day but before the 30th day, and fails to provide verification and complete the interview by the 30th day; or • Requests a second interview, but postpones it until after the 30th day; or • Misses the second interview and requests a third interview, which results in a delay. 	<p>the assistance group fails to participate in the first interview; or</p> <ul style="list-style-type: none"> • Schedule a second interview when the assistance group requested one on or before the 30th day.
Other		<p>The county agency:</p> <ul style="list-style-type: none"> • Fails to process a case by the 30th day when the assistance group completed all of its requirements. • Schedules the assistance group's first interview more than 30 days after the assistance group filed its application (5101:4-2-07).