

1.1	INTRODUCTION	1
1.2	GENERAL INFORMATION	2
A.	APPLICANT AND POTENTIAL APPLICANT'S RIGHTS	2
1.	Right To Apply	2
2.	Right To General Information	2a
3.	Right To Consideration For All Programs	2a
4.	Right To Voter Registration Services	2c
5.	Right to Fair and Equitable Treatment of Applicants and Recipients	3
B.	OVERVIEW OF THE ELIGIBILITY DETERMINATION PROCESS	4d
1.	Application Process	4d
2.	Redetermination Process	4d
3.	Case Reviews and Case Maintenance	4e
4.	Resource Development	4e
C.	APPLICATION REGISTER AND OTHER COUNTY CONTROLS.....	4f
1.	Application Register	4f
2.	Home Visit Register	4f
D.	WORKER RESPONSIBILITIES	4f
E.	CLIENT RESPONSIBILITY	6a
F.	APPLICANT RECEIVES BENEFITS FROM ANOTHER STATE.....	6b
G.	CONTINUATION OF THE CASE NUMBER AND TRANSFER OF A CLOSED CASE	7
H.	WHEN APPLICATION IS MADE OR RECEIVED IN THE INCORRECT COUNTY OFFICE	7
1.	Applications Made In Person Or By Mail	7
2.	Applications Submitted By Use Of inROADS.....	8
3.	Applications Made In Person Or By Mail Initiated From The SSA's Low Income Subsidy (LIS)/Medicare Premium Assistance (MPA) Data Exchange	8

I.	GENERAL REQUIREMENTS FOR THE INTAKE INTERVIEW	9
J.	HOME VISITS	10
K.	MAIL-IN, inROADS AND APPLICATIONS INITIATED FROM THE SSA's LIS/MPA DATA EXCHANGE AND REDETERMINATIONS	10a
1.	Applications Submitted By Mail	10a
2.	Applications Submitted By inROADS	11
3.	Applications Submitted By inROADS From A Community Partner	12
4.	Applications Submitted From the SSA's Low Income Subsidy (LIS)/Medicare Premium Assistance (MPA) Data Exchange	12
5.	Applications for Insurance Affordability Programs Coordinated with the Marketplace	13
6.	Redeterminations Submitted by Mail	14
7.	Redetermination Submitted by inROADS	14
8.	Hospital-Based Presumptive Eligibility	14
L.	CLIENT NOTIFICATION, WRITTEN AND VERBAL	16
M.	COMPLETION OF THE APPLICATION PROCESS	16
N.	COMMUNICATION WITH SOCIAL SECURITY ADMINISTRATION (SSA)	16
O.	DOMESTIC VIOLENCE ASSISTANCE	17
P.	DETERMINING RACE AND ETHNICITY FOR FEDERAL REPORTING	17
1.	Race	18
2.	Ethnicity	18
1.3	APPLICATION FORMS	19
A.	DFA-2 and inROADS	19
1.	DFA-2 Generated by eRAPIDS	19
2.	DFA-2 Shelf Document	20