

Waiving In-Office Face-to-Face Interviews for NPA FS AUs

FS, SSFSP

Field Operations Memo
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- USDA has clarified that more waivers of the in-office face-to-face interview should be given to applicants and recipients.
- All NPA FS AUs must be reviewed during the (re)application or recertification process to determine if a waiver of the in-office face-to-face interview is appropriate.
- AU Managers must inform applicants and recipients of their right to request a waiver of the in-office face-to-face interview.
- Applicants and recipients who have a hardship reason automatically qualify for a waiver of the in-office face-to-face interview. AU Managers are encouraged to waive in-office face-to-face interviews whenever possible.



FYI

Closing an AU Member and Changing the Address on Domestic Violence AUs

When domestic violence is reported in an assistance unit (AU), the victim must first be made aware of the domestic violence services and waivers that are available to her. The AU Manager must also remember to complete the Domestic Violence window at the Program Administration workflow or the Domestic Violence window at the Request for Assistance workflow. A referral to the Domestic Violence Specialist as well as the possibility of indicating a heightened level of security on BEACON should be discussed.

If the victim and her children move to a domestic violence shelter and the abuser had been a part of the TAFDC AU, remember to take the following steps on BEACON:

- First, close the abuser out of the TAFDC AU as the mother and children are no longer living with him, using the Reason Category of: Residency and the Closing Reason: Whereabouts Unknown (mail returned) or Requested Closure so that the closure will not pend; and
- the next day, once the closing notice has been generated to the former address, the victim's new address may be entered.

Most domestic violence shelters use a PO Box in their address to avoid disclosing their location. When changing the address to a PO Box on BEACON, enter the PO Box on Line 1 of the Mailing address' pop-up window.

By following this two-day process, the confidentiality required in this situation will be maintained. Otherwise, if the address on the AU is changed before the abuser is taken out of the AU, mail intended for the abuser from other government agencies such as the Division of Medical Assistance will be directed to the domestic violence shelter thereby potentially disclosing the location of the victim and the shelter.

For more details on how to enter information regarding domestic violence households onto BEACON, refer to ***A User's Guide: Transitional Assistance Programs and BEACON***, pages IV-A-5 and IV-A-6 as well as pages XVI-D-1 through XVI-D-3.