CHAPTER 2-000 APPLICATION PROCESS

2-000 Requests: Any person may contact the local office by telephone, in writing, by fax, by electronic transmission, or in person to obtain information about child care, explore eligibility, or make arrangements to apply for services for himself/herself or as a representative of another person.

2-001 Response to Requests: Staff accept requests at the local office or at other places in the community. Each local office establishes a method of recording requests. A completed application is documentation of a request.

2-002 Request Time Limits: Staff must take action to secure an application as soon as possible. If the client does not keep appointments or cannot be contacted within 30 days of the request, the worker must document the circumstances and reject the application.

2-003 Application

2-003.01 Right to Apply: Any person residing in Nebraska has the right to apply for child care.

If the applicant or representative requests assistance, the worker must assist in completing the application for services.

2-003.02 Interview: An interview is required to apply for child care services only but a face-to-face interview is not required; a telephone contact may serve as the interview and the worker may mail the application form for the client to complete or inform the client of the electronic application.

The applicant must provide to the Department the information requested on the Application for Assistance found in the ~~appendix~~ Public Assistance Forms Manual and incorporated into these regulations.

2-003.02A Prudent Person Principle: When the statements of the client are incomplete, unclear, or inconsistent, or when other circumstances in the particular case indicate to a prudent person that further inquiry must be made, the worker must obtain additional verification before eligibility is determined. The client has primary responsibility for providing verification of information relating to eligibility. Verification may be supplied in person, through the mail, or from another source (as an employer). If it would be extremely difficult or impossible for the client to furnish verification in a timely manner, the worker must offer assistance.

2-003.03 Time Limit for Action on Application: The worker must take action on the application within 30 days of receipt of the application. If the client appears eligible at the time of application, the worker authorizes child care. The worker must send a Notice of Action to inform the applicant of action taken.

2-003.04 Eligibility Redetermination

2-003.04A Change in Status: The worker completes a redetermination of eligibility when information is obtained about a change in a client's circumstances that may affect his/her eligibility. The worker must complete this review as soon as possible within a 30-day time limit.