Update 2014-10: Common-Place Handbook
Intake and RRR Packets Update

Background
At application and annual Reinvestigation/Redetermination/Recertification (RRR), each client applying for public assistance is given or mailed a packet of forms and other mandated materials which explain a particular facet of the program to the client. Many of these forms are mandated by the State, and Eligibility Workers must insure that clients receive the correct information. A verbal explanation may also be necessary, if the client is unable to read.

Changes
The listing of forms and other mandated material that make up the packets have been updated for Eligibility Programs.

[Refer to “Intake/RRR Packets,” page 24-1 for listings of updated packet forms.]

Clerical
Clerical staff is to ensure that packets are updated with these changes.

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