

General Assistance Application Processing Guide

The following is a check-off list to follow to make sure all the basic GA administrative functions are performed according to legal requirements. If you can check off all the boxes on this page, you should feel comfortable that you have done what's necessary. If you are unsure or unable to check a box, refer to the other side of this sheet for further explanation or direction. Questions pertaining to the General Assistance program may be directed to the GA Hotline at 1-800-442-6003, option 2 then 1, Monday thru Friday from 8:00 AM to 4:30 PM.

- 1 I have received a written application for General Assistance that has been SIGNED and dated by the applicant AND the GA Administrator
- 2 I have determined the number of people in the household, their names, ages, and Social Security numbers (2024 version of the GA application section 1).
- 3 After reviewing this household's existing case file (if any), I have formally denied or possibly disqualified any household members who have failed, without just cause, to perform the program requirements assigned to them at the time of the last decision (e.g., workfare, work search, obtaining potential resources).
- 4 I am satisfied that the application is substantially complete and accurately represents the financial needs and living situation of the household. The client has proven their situation (e.g. bank statements, disconnect notice, etc.)
- 5 I have determined that the applicants' specific requests for GA (section 4) are necessary and fall within the definition of "basic needs".
- 6 I have determined the household income as: (1) the income the household is going to receive over the next 30 days (section 6), and (2) for repeat applicants, the income the household received over the last 30 days that was not spent on basic needs (section 5).
- 7 I have determined the household's DEFICIT (overall maximum according to Appendix A of the ordinance minus income) in 10 A-E of the application. **Must be calculated on all applications.**
Note: If there is no deficit and no emergency situation, skip to 11
- 8 If a DEFICIT exists and/or an emergency exists, I have determined the household's UNMET NEED (11A-D) by using all 3 columns of Section 8 and subtracting income.
- 9 I have compared the DEFICIT to the UNMET NEED and determined that the applicant is eligible for the lesser of the two (section 11F) and will grant assistance up to this amount toward the applicant's request for basic needs (section 4).
- 10 I have determined the applicant's eligibility, if any, for more assistance than that calculated by regulation because the applicant is in a life-threatening or dangerous EMERGENCY situation which was beyond the applicant's financial capacity to avoid.
- 11 I have issued IN WRITING my decision to the applicant within 24 hours. My decision explains the reasons for the applicant's eligibility or ineligibility, the amount and type of assistance being issued, the period of eligibility, and I listed specific conditions for future eligibility (e.g., workfare, work search, securing potential resources, reporting use of income), and the applicant's rights to complain to DHHS or appeal. (MMA Form #3A or #3B)
- 12 I have written a narrative describing the nature of the applicant's situation and how I came to my decision. If applicable, I have explained why I granted more assistance than the applicant was eligible for and have added this to the file.
- 13 I have implemented any mechanism available to me to RECOVER the value of the assistance issued. Examples: placing a lien for any mortgage or capital improvement payments made; liening any workers compensation lump sum payments or SSI retroactive payments ("IAR" forms), seeking recovery from legally liable relatives, or any other recovery mechanism available to the town under law.
- 14 I have placed into the applicant's case file the application, a copy of the written decision, the narrative, any information releases signed by the applicant, lien process forms, and any other necessary documents or verifications that explain the eligibility determination process.

All application section references are for the 2024 version of the APPLICATION FOR GENERAL ASSISTANCE

Revised 07/22/2024